

*Section 6:*  
***Crosstabs by District***

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**Sample Distribution by District**

District	Number	Percent
1	216	6.9 %
2	214	6.8 %
3	216	6.9 %
4	265	8.4 %
5	217	6.9 %
6	236	7.5 %
7	305	9.7 %
8	299	9.5 %
9	236	7.5 %
10	260	8.3 %
11	247	7.8 %
12	223	7.1 %
13	214	6.8 %
Total	3148	100.0 %

**Q1. Overall Quality of Life Ratings. Please rate Miami-Dade County:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q1a As a place to live</u>														
5=Excellent	12.0%	15.0%	11.6%	24.9%	24.4%	16.9%	13.1%	9.0%	13.6%	14.2%	13.8%	14.8%	15.9%	15.2%
4=Good	49.5%	45.3%	48.1%	51.7%	46.5%	49.6%	57.4%	54.2%	49.6%	57.7%	55.1%	56.1%	50.5%	52.0%
3=Neutral	19.9%	22.0%	21.3%	13.2%	15.2%	15.3%	14.1%	17.4%	20.3%	14.2%	17.0%	15.7%	16.8%	16.9%
2=Below average	7.9%	12.6%	10.6%	5.3%	8.3%	12.3%	10.5%	12.4%	7.6%	8.1%	8.9%	8.1%	13.6%	9.7%
1=Poor	7.4%	3.7%	6.5%	2.3%	2.8%	4.2%	3.3%	5.4%	8.1%	3.8%	4.0%	4.9%	2.8%	4.5%
9=Don't know	3.2%	1.4%	1.9%	2.6%	2.8%	1.7%	1.6%	1.7%	0.8%	1.9%	1.2%	0.4%	0.5%	1.7%

**Q1. Overall Quality of Life Ratings. Please rate Miami-Dade County:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q1b As a place to raise children</u>														
5=Excellent	7.4%	7.5%	6.0%	9.8%	10.6%	8.5%	5.9%	4.7%	8.5%	7.7%	8.1%	11.7%	9.3%	8.0%
4=Good	31.9%	36.0%	23.6%	24.9%	22.1%	30.9%	29.8%	33.1%	29.2%	34.2%	34.0%	34.1%	34.6%	30.7%
3=Neutral	25.9%	26.6%	27.3%	23.8%	19.4%	27.5%	22.0%	23.7%	26.7%	21.5%	27.5%	26.9%	20.1%	24.5%
2=Below average	16.2%	13.6%	19.9%	15.8%	20.7%	14.4%	22.3%	19.4%	19.1%	21.5%	17.4%	13.0%	18.2%	18.0%
1=Poor	11.6%	11.2%	13.0%	9.1%	9.2%	13.6%	11.8%	14.7%	11.9%	8.5%	6.5%	8.5%	9.8%	10.8%
9=Don't know	6.9%	5.1%	10.2%	16.6%	18.0%	5.1%	8.2%	4.3%	4.7%	6.5%	6.5%	5.8%	7.9%	8.1%

**Q1. Overall Quality of Life Ratings. Please rate Miami-Dade County:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q1c As a place to work</u>														
5=Excellent	11.1%	8.9%	9.3%	11.7%	13.8%	9.7%	10.5%	8.4%	10.6%	9.2%	11.7%	15.2%	12.1%	10.9%
4=Good	41.2%	41.6%	35.2%	40.4%	32.7%	41.5%	41.3%	40.8%	33.1%	43.5%	38.9%	38.6%	33.2%	38.8%
3=Neutral	22.7%	24.3%	26.9%	21.1%	17.5%	19.5%	26.6%	24.1%	25.0%	21.2%	23.5%	19.3%	25.2%	22.9%
2=Below average	11.1%	13.1%	11.6%	10.6%	19.4%	16.5%	10.2%	16.4%	14.8%	13.8%	13.0%	15.2%	17.3%	14.0%
1=Poor	7.4%	7.0%	6.5%	4.2%	6.5%	8.1%	6.2%	7.4%	12.3%	6.5%	8.5%	6.7%	3.7%	7.0%
9=Don't know	6.5%	5.1%	10.6%	12.1%	10.1%	4.7%	5.2%	3.0%	4.2%	5.8%	4.5%	4.9%	8.4%	6.4%

**Q1. Overall Quality of Life Ratings. Please rate Miami-Dade County:**

N=3148

	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q1d As a place to retire</u>														
5=Excellent	17.6%	13.6%	8.3%	26.4%	26.3%	11.9%	12.5%	5.4%	12.3%	14.2%	12.1%	14.3%	15.0%	14.4%
4=Good	28.7%	32.7%	31.9%	32.5%	31.8%	25.0%	23.9%	24.1%	28.0%	28.5%	27.1%	28.3%	29.9%	28.4%
3=Neutral	17.1%	19.2%	22.2%	18.5%	13.4%	20.8%	20.0%	19.7%	15.7%	16.9%	21.1%	23.3%	18.7%	19.0%
2=Below average	15.3%	14.5%	12.0%	9.4%	12.0%	15.3%	17.0%	23.7%	18.6%	16.2%	16.6%	12.6%	14.5%	15.4%
1=Poor	15.3%	13.1%	13.9%	7.9%	9.7%	20.8%	19.3%	23.7%	19.1%	18.5%	17.0%	14.8%	16.4%	16.4%
9=Don't know	6.0%	7.0%	11.6%	5.3%	6.9%	6.4%	7.2%	3.3%	6.4%	5.8%	6.1%	6.7%	5.6%	6.4%

**EXCLUDING DON'T KNOWS**

**Q1. Overall Quality of Life Ratings. Please rate Miami-Dade County: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q1a As a place to live</u>														
5=Excellent	12.4%	15.2%	11.8%	25.6%	25.1%	17.2%	13.3%	9.2%	13.7%	14.5%	13.9%	14.9%	16.0%	15.5%
4=Good	51.2%	46.0%	49.1%	53.1%	47.9%	50.4%	58.3%	55.1%	50.0%	58.8%	55.7%	56.3%	50.7%	52.9%
3=Neutral	20.6%	22.3%	21.7%	13.6%	15.6%	15.5%	14.3%	17.7%	20.5%	14.5%	17.2%	15.8%	16.9%	17.2%
2=Below average	8.1%	12.8%	10.8%	5.4%	8.5%	12.5%	10.7%	12.6%	7.7%	8.2%	9.0%	8.1%	13.6%	9.9%
1=Poor	7.7%	3.8%	6.6%	2.3%	2.8%	4.3%	3.3%	5.4%	8.1%	3.9%	4.1%	5.0%	2.8%	4.6%

**EXCLUDING DON'T KNOWS****Q1. Overall Quality of Life Ratings. Please rate Miami-Dade County: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q1b As a place to raise children</u>														
5=Excellent	8.0%	7.9%	6.7%	11.8%	12.9%	8.9%	6.4%	4.9%	8.9%	8.2%	8.7%	12.4%	10.2%	8.7%
4=Good	34.3%	37.9%	26.3%	29.9%	27.0%	32.6%	32.5%	34.6%	30.7%	36.6%	36.4%	36.2%	37.6%	33.4%
3=Neutral	27.9%	28.1%	30.4%	28.5%	23.6%	29.0%	23.9%	24.8%	28.0%	23.0%	29.4%	28.6%	21.8%	26.6%
2=Below average	17.4%	14.3%	22.2%	19.0%	25.3%	15.2%	24.3%	20.3%	20.0%	23.0%	18.6%	13.8%	19.8%	19.6%
1=Poor	12.4%	11.8%	14.4%	10.9%	11.2%	14.3%	12.9%	15.4%	12.4%	9.1%	6.9%	9.0%	10.7%	11.7%



**EXCLUDING DON'T KNOWS**

**Q1. Overall Quality of Life Ratings. Please rate Miami-Dade County: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q1c As a place to work</u>														
5=Excellent	11.9%	9.4%	10.4%	13.3%	15.4%	10.2%	11.1%	8.6%	11.1%	9.8%	12.3%	16.0%	13.3%	11.6%
4=Good	44.1%	43.8%	39.4%	45.9%	36.4%	43.6%	43.6%	42.1%	34.5%	46.1%	40.7%	40.6%	36.2%	41.5%
3=Neutral	24.3%	25.6%	30.1%	24.0%	19.5%	20.4%	28.0%	24.8%	26.1%	22.4%	24.6%	20.3%	27.6%	24.5%
2=Below average	11.9%	13.8%	13.0%	12.0%	21.5%	17.3%	10.7%	16.9%	15.5%	14.7%	13.6%	16.0%	18.9%	14.9%
1=Poor	7.9%	7.4%	7.3%	4.7%	7.2%	8.4%	6.6%	7.6%	12.8%	6.9%	8.9%	7.1%	4.1%	7.5%

**EXCLUDING DON'T KNOWS**

**Q1. Overall Quality of Life Ratings. Please rate Miami-Dade County: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q1d As a place to retire</u>														
5=Excellent	18.7%	14.6%	9.4%	27.9%	28.2%	12.7%	13.4%	5.5%	13.1%	15.1%	12.9%	15.4%	15.8%	15.4%
4=Good	30.5%	35.2%	36.1%	34.3%	34.2%	26.7%	25.8%	24.9%	29.9%	30.2%	28.9%	30.3%	31.7%	30.3%
3=Neutral	18.2%	20.6%	25.1%	19.5%	14.4%	22.2%	21.6%	20.4%	16.7%	18.0%	22.4%	25.0%	19.8%	20.3%
2=Below average	16.3%	15.6%	13.6%	10.0%	12.9%	16.3%	18.4%	24.6%	19.9%	17.1%	17.7%	13.5%	15.3%	16.5%
1=Poor	16.3%	14.1%	15.7%	8.4%	10.4%	22.2%	20.8%	24.6%	20.4%	19.6%	18.1%	15.9%	17.3%	17.5%

**Q2. Overall Miami-Dade County Government Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q2a Quality of services provided by County Government</u>														
5=Very satisfied	9.3%	5.6%	4.2%	7.2%	8.3%	6.4%	5.2%	4.7%	7.2%	5.8%	8.5%	9.4%	6.5%	6.7%
4=Satisfied	37.5%	32.7%	30.1%	43.0%	39.6%	41.5%	37.7%	46.2%	37.7%	48.5%	44.5%	42.2%	43.9%	40.7%
3=Neutral	27.3%	38.8%	31.0%	31.7%	28.6%	29.2%	35.4%	27.8%	32.2%	30.0%	30.0%	30.9%	32.2%	31.2%
2=Dissatisfied	12.5%	14.5%	20.4%	9.8%	13.8%	14.0%	11.1%	12.4%	13.1%	10.4%	9.3%	9.9%	11.2%	12.4%
1=Very dissatisfied	7.4%	3.7%	10.2%	4.5%	3.7%	5.5%	7.9%	6.0%	6.8%	3.1%	4.9%	4.9%	4.2%	5.6%
9=Don't know	6.0%	4.7%	4.2%	3.8%	6.0%	3.4%	2.6%	3.0%	3.0%	2.3%	2.8%	2.7%	1.9%	3.5%

**Q2. Overall Miami-Dade County Government Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q2b Quality of customer service you receive from County employees</u>														
5=Very satisfied	10.6%	5.6%	5.6%	8.7%	7.4%	4.2%	3.6%	3.7%	8.5%	2.7%	6.5%	8.1%	7.9%	6.2%
4=Satisfied	32.4%	33.2%	29.6%	35.5%	27.6%	33.1%	30.2%	38.1%	30.9%	34.6%	36.4%	34.1%	33.6%	33.2%
3=Neutral	26.9%	35.5%	30.6%	28.3%	34.1%	25.8%	29.8%	28.8%	33.1%	33.5%	28.7%	30.5%	30.4%	30.4%
2=Dissatisfied	11.6%	11.7%	15.3%	12.8%	13.8%	20.3%	17.0%	16.7%	14.0%	16.5%	15.8%	14.8%	14.5%	15.1%
1=Very dissatisfied	9.3%	8.4%	11.6%	6.0%	7.4%	9.7%	13.1%	9.0%	10.6%	7.7%	8.1%	7.2%	7.9%	9.0%
9=Don't know	9.3%	5.6%	7.4%	8.7%	9.7%	6.8%	6.2%	3.7%	3.0%	5.0%	4.5%	5.4%	5.6%	6.1%

**Q2. Overall Miami-Dade County Government Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q2c Value you receive for your County taxes &amp; fees</u>														
5=Very satisfied	7.9%	3.3%	1.4%	4.9%	5.5%	3.8%	2.6%	2.7%	5.1%	1.9%	6.1%	7.6%	2.8%	4.2%
4=Satisfied	21.3%	24.3%	21.8%	29.4%	19.8%	23.3%	20.7%	25.1%	19.1%	25.4%	24.3%	26.9%	22.0%	23.4%
3=Neutral	31.5%	34.6%	30.6%	35.1%	34.1%	29.7%	34.1%	32.1%	31.8%	35.0%	34.4%	35.0%	38.3%	33.5%
2=Dissatisfied	18.5%	22.4%	23.6%	15.1%	19.4%	20.8%	23.0%	22.1%	27.5%	20.0%	18.6%	16.1%	20.6%	20.6%
1=Very dissatisfied	11.6%	10.3%	18.5%	12.1%	13.4%	17.4%	15.1%	13.7%	13.6%	11.9%	13.4%	10.3%	8.4%	13.1%
9=Don't know	9.3%	5.1%	4.2%	3.4%	7.8%	5.1%	4.6%	4.3%	3.0%	5.8%	3.2%	4.0%	7.9%	5.1%

**EXCLUDING DON'T KNOWS**

**Q2. Overall Miami-Dade County Government Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q2a Quality of services provided by County Government</u>														
5=Very satisfied	9.9%	5.9%	4.3%	7.5%	8.8%	6.6%	5.4%	4.8%	7.4%	5.9%	8.8%	9.7%	6.7%	6.9%
4=Satisfied	39.9%	34.3%	31.4%	44.7%	42.2%	43.0%	38.7%	47.6%	38.9%	49.6%	45.8%	43.3%	44.8%	42.1%
3=Neutral	29.1%	40.7%	32.4%	32.9%	30.4%	30.3%	36.4%	28.6%	33.2%	30.7%	30.8%	31.8%	32.9%	32.3%
2=Dissatisfied	13.3%	15.2%	21.3%	10.2%	14.7%	14.5%	11.4%	12.8%	13.5%	10.6%	9.6%	10.1%	11.4%	12.8%
1=Very dissatisfied	7.9%	3.9%	10.6%	4.7%	3.9%	5.7%	8.1%	6.2%	7.0%	3.1%	5.0%	5.1%	4.3%	5.8%

**EXCLUDING DON'T KNOWS**

**Q2. Overall Miami-Dade County Government Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q2b Quality of customer service you receive from County employees</u>														
5=Very satisfied	11.7%	5.9%	6.0%	9.5%	8.2%	4.5%	3.8%	3.8%	8.7%	2.8%	6.8%	8.5%	8.4%	6.6%
4=Satisfied	35.7%	35.1%	32.0%	38.8%	30.6%	35.5%	32.2%	39.6%	31.9%	36.4%	38.1%	36.0%	35.6%	35.3%
3=Neutral	29.6%	37.6%	33.0%	31.0%	37.8%	27.7%	31.8%	29.9%	34.1%	35.2%	30.1%	32.2%	32.2%	32.4%
2=Dissatisfied	12.8%	12.4%	16.5%	14.0%	15.3%	21.8%	18.2%	17.4%	14.4%	17.4%	16.5%	15.6%	15.3%	16.1%
1=Very dissatisfied	10.2%	8.9%	12.5%	6.6%	8.2%	10.5%	14.0%	9.4%	10.9%	8.1%	8.5%	7.6%	8.4%	9.6%

**EXCLUDING DON'T KNOWS**

**Q2. Overall Miami-Dade County Government Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q2c Value you receive for your County taxes &amp; fees</u>														
5=Very satisfied	8.7%	3.4%	1.4%	5.1%	6.0%	4.0%	2.7%	2.8%	5.2%	2.0%	6.3%	7.9%	3.0%	4.4%
4=Satisfied	23.5%	25.6%	22.7%	30.5%	21.5%	24.6%	21.6%	26.2%	19.7%	26.9%	25.1%	28.0%	23.9%	24.7%
3=Neutral	34.7%	36.5%	31.9%	36.3%	37.0%	31.3%	35.7%	33.6%	32.8%	37.1%	35.6%	36.4%	41.6%	35.4%
2=Dissatisfied	20.4%	23.6%	24.6%	15.6%	21.0%	21.9%	24.1%	23.1%	28.4%	21.2%	19.2%	16.8%	22.3%	21.7%
1=Very dissatisfied	12.8%	10.8%	19.3%	12.5%	14.5%	18.3%	15.8%	14.3%	14.0%	12.7%	13.8%	10.7%	9.1%	13.8%



**Q3. Overall Municipal Government Ratings. Please rate your satisfaction with the following: Please respond ONLY if you live in a city, town or village in Miami-Dade County (ex., City of Miami) if you live in unincorporated Miami-Dade County, please skip to Question 4.**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q3a Quality of services provided by your municipal government</u>														
5=Very satisfied	5.6%	5.1%	8.8%	12.5%	6.9%	9.7%	6.9%	6.7%	3.8%	2.3%	4.0%	13.9%	8.4%	7.2%
4=Satisfied	25.9%	22.9%	26.4%	35.5%	36.9%	33.9%	33.4%	29.1%	26.7%	23.5%	23.5%	30.9%	38.3%	29.8%
3=Neutral	27.3%	34.6%	24.1%	23.0%	31.3%	23.7%	23.9%	17.7%	26.3%	23.1%	23.5%	25.6%	33.2%	25.5%
2=Dissatisfied	9.7%	11.7%	18.1%	10.2%	12.4%	9.3%	9.2%	11.0%	9.3%	5.8%	8.9%	6.3%	5.6%	9.8%
1=Very dissatisfied	7.4%	5.6%	8.8%	3.8%	4.6%	5.9%	6.6%	4.0%	5.5%	3.1%	3.2%	4.0%	3.7%	5.1%
9=Don't know	24.1%	20.1%	13.9%	15.1%	7.8%	17.4%	20.0%	31.4%	28.4%	42.3%	36.8%	19.3%	10.7%	22.6%

**Q3. Overall Municipal Government Ratings. Please rate your satisfaction with the following: Please respond ONLY if you live in a city, town or village in Miami-Dade County (ex., City of Miami) if you live in unincorporated Miami-Dade County, please skip to Question 4.**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q3b Value you receive for your municipal taxes &amp; fees</u>														
5=Very satisfied	5.1%	3.3%	6.0%	9.1%	5.1%	5.5%	4.3%	5.0%	3.0%	1.2%	3.2%	10.3%	6.5%	5.1%
4=Satisfied	17.6%	20.1%	18.5%	27.2%	22.6%	22.9%	22.6%	22.1%	16.9%	14.6%	17.8%	24.7%	27.6%	21.2%
3=Neutral	28.2%	31.8%	25.5%	27.9%	31.8%	28.0%	24.3%	17.1%	25.4%	23.5%	23.9%	29.1%	30.8%	26.3%
2=Dissatisfied	16.2%	18.7%	19.0%	12.5%	20.3%	15.7%	18.4%	14.7%	16.1%	13.5%	10.9%	9.4%	12.6%	15.2%
1=Very dissatisfied	6.9%	7.0%	16.2%	7.2%	9.7%	9.3%	9.8%	7.4%	8.5%	5.0%	8.9%	5.8%	6.5%	8.3%
9=Don't know	25.9%	19.2%	14.8%	16.2%	10.6%	18.6%	20.7%	33.8%	30.1%	42.3%	35.2%	20.6%	15.9%	23.9%

**EXCLUDING DON'T KNOWS**

**Q3. Overall Municipal Government Ratings. Please rate your satisfaction with the following: Please respond ONLY if you live in a city, town or village in Miami-Dade County (ex., City of Miami) if you live in unincorporated Miami-Dade County, please skip to Question 4. (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q3a Quality of services provided by your municipal government</u>														
5=Very satisfied	7.3%	6.4%	10.2%	14.7%	7.5%	11.8%	8.6%	9.8%	5.3%	4.0%	6.4%	17.2%	9.4%	9.4%
4=Satisfied	34.1%	28.7%	30.6%	41.8%	40.0%	41.0%	41.8%	42.4%	37.3%	40.7%	37.2%	38.3%	42.9%	38.5%
3=Neutral	36.0%	43.3%	28.0%	27.1%	34.0%	28.7%	29.9%	25.9%	36.7%	40.0%	37.2%	31.7%	37.2%	33.0%
2=Dissatisfied	12.8%	14.6%	21.0%	12.0%	13.5%	11.3%	11.5%	16.1%	13.0%	10.0%	14.1%	7.8%	6.3%	12.6%
1=Very dissatisfied	9.8%	7.0%	10.2%	4.4%	5.0%	7.2%	8.2%	5.9%	7.7%	5.3%	5.1%	5.0%	4.2%	6.5%

**EXCLUDING DON'T KNOWS**

**Q3. Overall Municipal Government Ratings. Please rate your satisfaction with the following: Please respond ONLY if you live in a city, town or village in Miami-Dade County (ex., City of Miami) if you live in unincorporated Miami-Dade County, please skip to Question 4. (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q3b Value you receive for your municipal taxes &amp; fees</u>														
5=Very satisfied	6.9%	4.0%	7.1%	10.8%	5.7%	6.8%	5.4%	7.6%	4.2%	2.0%	5.0%	13.0%	7.8%	6.8%
4=Satisfied	23.8%	24.9%	21.7%	32.4%	25.3%	28.1%	28.5%	33.3%	24.2%	25.3%	27.5%	31.1%	32.8%	27.8%
3=Neutral	38.1%	39.3%	29.9%	33.3%	35.6%	34.4%	30.6%	25.8%	36.4%	40.7%	36.9%	36.7%	36.7%	34.6%
2=Dissatisfied	21.9%	23.1%	22.3%	14.9%	22.7%	19.3%	23.1%	22.2%	23.0%	23.3%	16.9%	11.9%	15.0%	19.9%
1=Very dissatisfied	9.4%	8.7%	19.0%	8.6%	10.8%	11.5%	12.4%	11.1%	12.1%	8.7%	13.8%	7.3%	7.8%	10.9%

**Q4. Organizational Goals. Please rate your level of agreement with the following statements:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q4a Government is customer-focused</u>														
5=Strongly agree	4.6%	2.8%	3.7%	3.8%	4.6%	3.4%	1.6%	1.3%	3.8%	2.7%	5.3%	6.7%	2.8%	3.5%
4=Agree	24.5%	24.3%	21.8%	24.2%	24.4%	24.6%	14.8%	24.1%	24.2%	27.7%	27.1%	26.5%	35.0%	24.6%
3=Neutral	31.0%	39.3%	31.5%	35.8%	30.0%	31.8%	34.4%	32.1%	34.7%	33.5%	32.8%	38.6%	30.4%	33.5%
2=Disagree	18.1%	20.1%	20.8%	17.7%	22.6%	20.8%	28.2%	28.4%	21.6%	21.2%	22.3%	17.5%	20.1%	21.8%
1=Strongly disagree	10.6%	7.5%	13.4%	7.5%	7.4%	11.0%	10.5%	7.0%	8.1%	6.2%	6.1%	4.0%	6.5%	8.1%
9=Don't know	11.1%	6.1%	8.8%	10.9%	11.1%	8.5%	10.5%	7.0%	7.6%	8.8%	6.5%	6.7%	5.1%	8.4%

**Q4. Organizational Goals. Please rate your level of agreement with the following statements:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q4b Government continuously improves services</u>														
5=Strongly agree	6.5%	3.3%	6.5%	3.8%	6.0%	4.2%	0.3%	2.3%	5.9%	3.1%	6.5%	7.6%	3.7%	4.4%
4=Agree	31.0%	29.0%	25.9%	29.1%	23.0%	30.1%	16.4%	21.7%	27.1%	33.5%	30.8%	33.6%	33.2%	27.7%
3=Neutral	27.8%	39.7%	28.2%	34.0%	35.9%	28.4%	43.3%	35.5%	31.8%	31.9%	31.2%	30.0%	32.7%	33.4%
2=Disagree	15.7%	17.8%	21.8%	17.0%	19.4%	20.8%	21.0%	27.1%	20.8%	21.2%	21.5%	19.3%	21.5%	20.5%
1=Strongly disagree	8.8%	4.7%	11.6%	6.8%	8.3%	8.9%	9.2%	7.0%	7.2%	4.6%	5.7%	4.9%	2.8%	7.0%
9=Don't know	10.2%	5.6%	6.0%	9.4%	7.4%	7.6%	9.8%	6.4%	7.2%	5.8%	4.5%	4.5%	6.1%	7.0%

**Q4. Organizational Goals. Please rate your level of agreement with the following statements:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q4c Government uses your tax dollars wisely</u>														
5=Strongly agree	5.1%	2.3%	3.7%	3.4%	3.7%	2.1%	0.0%	1.3%	3.0%	1.5%	4.5%	5.4%	2.8%	2.9%
4=Agree	17.1%	16.4%	13.9%	11.7%	12.4%	16.5%	9.2%	11.7%	15.3%	13.5%	17.8%	21.5%	16.8%	14.6%
3=Neutral	29.2%	36.4%	30.1%	36.2%	30.9%	27.5%	27.9%	31.8%	29.7%	37.3%	29.1%	32.7%	36.0%	31.9%
2=Disagree	22.2%	23.4%	25.5%	24.5%	23.0%	26.3%	29.8%	28.1%	32.2%	25.4%	27.9%	19.7%	25.7%	25.9%
1=Strongly disagree	16.2%	13.6%	19.0%	14.3%	18.4%	18.2%	22.0%	19.7%	13.1%	14.6%	15.4%	13.5%	10.3%	16.2%
9=Don't know	10.2%	7.9%	7.9%	9.8%	11.5%	9.3%	11.1%	7.4%	6.8%	7.7%	5.3%	7.2%	8.4%	8.5%

**Q4. Organizational Goals. Please rate your level of agreement with the following statements:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q4d Government delivers excellent public services</u>														
5=Strongly agree	6.0%	3.3%	3.2%	6.0%	6.9%	4.2%	1.0%	3.0%	6.4%	1.9%	4.9%	7.2%	4.2%	4.4%
4=Agree	21.8%	22.4%	18.1%	20.8%	23.0%	25.4%	15.7%	19.7%	19.1%	25.4%	21.1%	25.1%	31.8%	22.0%
3=Neutral	31.5%	42.1%	33.3%	36.2%	28.1%	29.2%	34.1%	33.4%	36.4%	38.1%	36.4%	38.6%	28.5%	34.4%
2=Disagree	17.6%	20.1%	22.7%	22.6%	22.1%	22.0%	26.6%	29.1%	20.8%	19.6%	20.2%	18.4%	22.4%	22.1%
1=Strongly disagree	12.0%	8.4%	14.8%	8.3%	13.8%	13.1%	13.8%	9.4%	12.3%	8.8%	12.1%	6.3%	6.1%	10.7%
9=Don't know	11.1%	3.7%	7.9%	6.0%	6.0%	5.9%	8.9%	5.4%	5.1%	6.2%	5.3%	4.5%	7.0%	6.4%



**EXCLUDING DON'T KNOWS**

**Q4. Organizational Goals. Please rate your level of agreement with the following statements: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q4a Government is customer-focused</u>														
5=Strongly agree	5.2%	3.0%	4.1%	4.2%	5.2%	3.7%	1.8%	1.4%	4.1%	3.0%	5.6%	7.2%	3.0%	3.9%
4=Agree	27.6%	25.9%	23.9%	27.1%	27.5%	26.9%	16.5%	25.9%	26.1%	30.4%	29.0%	28.4%	36.9%	26.8%
3=Neutral	34.9%	41.8%	34.5%	40.3%	33.7%	34.7%	38.5%	34.5%	37.6%	36.7%	35.1%	41.3%	32.0%	36.6%
2=Disagree	20.3%	21.4%	22.8%	19.9%	25.4%	22.7%	31.5%	30.6%	23.4%	23.2%	23.8%	18.8%	21.2%	23.8%
1=Strongly disagree	12.0%	8.0%	14.7%	8.5%	8.3%	12.0%	11.7%	7.6%	8.7%	6.8%	6.5%	4.3%	6.9%	8.9%

**EXCLUDING DON'T KNOWS**

**Q4. Organizational Goals. Please rate your level of agreement with the following statements: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q4b Government continuously improves services</u>														
5=Strongly agree	7.2%	3.5%	6.9%	4.2%	6.5%	4.6%	0.4%	2.5%	6.4%	3.3%	6.8%	8.0%	4.0%	4.7%
4=Agree	34.5%	30.7%	27.6%	32.1%	24.9%	32.6%	18.2%	23.2%	29.2%	35.5%	32.2%	35.2%	35.3%	29.8%
3=Neutral	30.9%	42.1%	30.0%	37.5%	38.8%	30.7%	48.0%	37.9%	34.2%	33.9%	32.6%	31.5%	34.8%	35.9%
2=Disagree	17.5%	18.8%	23.2%	18.8%	20.9%	22.5%	23.3%	28.9%	22.4%	22.4%	22.5%	20.2%	22.9%	22.1%
1=Strongly disagree	9.8%	5.0%	12.3%	7.5%	9.0%	9.6%	10.2%	7.5%	7.8%	4.9%	5.9%	5.2%	3.0%	7.5%

**EXCLUDING DON'T KNOWS**

**Q4. Organizational Goals. Please rate your level of agreement with the following statements: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q4c Government uses your tax dollars wisely</u>														
5=Strongly agree	5.7%	2.5%	4.0%	3.8%	4.2%	2.3%	0.0%	1.4%	3.2%	1.7%	4.7%	5.8%	3.1%	3.1%
4=Agree	19.1%	17.8%	15.1%	13.0%	14.1%	18.2%	10.3%	12.6%	16.4%	14.6%	18.8%	23.2%	18.4%	16.0%
3=Neutral	32.5%	39.6%	32.7%	40.2%	34.9%	30.4%	31.4%	34.3%	31.8%	40.4%	30.8%	35.3%	39.3%	34.8%
2=Disagree	24.7%	25.4%	27.6%	27.2%	26.0%	29.0%	33.6%	30.3%	34.5%	27.5%	29.5%	21.3%	28.1%	28.3%
1=Strongly disagree	18.0%	14.7%	20.6%	15.9%	20.8%	20.1%	24.7%	21.3%	14.1%	15.8%	16.2%	14.5%	11.2%	17.7%

**EXCLUDING DON'T KNOWS**

**Q4. Organizational Goals. Please rate your level of agreement with the following statements: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q4d Government delivers excellent public services</u>														
5=Strongly agree	6.8%	3.4%	3.5%	6.4%	7.4%	4.5%	1.1%	3.2%	6.7%	2.0%	5.1%	7.5%	4.5%	4.6%
4=Agree	24.5%	23.3%	19.6%	22.1%	24.5%	27.0%	17.3%	20.8%	20.1%	27.0%	22.2%	26.3%	34.2%	23.5%
3=Neutral	35.4%	43.7%	36.2%	38.6%	29.9%	31.1%	37.4%	35.3%	38.4%	40.6%	38.5%	40.4%	30.7%	36.7%
2=Disagree	19.8%	20.9%	24.6%	24.1%	23.5%	23.4%	29.1%	30.7%	21.9%	20.9%	21.4%	19.2%	24.1%	23.7%
1=Strongly disagree	13.5%	8.7%	16.1%	8.8%	14.7%	14.0%	15.1%	9.9%	12.9%	9.4%	12.8%	6.6%	6.5%	11.5%

**Q5. Miami-Dade County Water and Sewer Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q5a Quality of drinking water</u>														
5=Very satisfied	17.1%	21.5%	15.3%	23.8%	22.6%	29.2%	19.7%	23.4%	22.5%	27.3%	37.2%	27.8%	23.8%	24.0%
4=Satisfied	44.4%	39.3%	44.4%	42.6%	47.0%	50.8%	57.0%	47.8%	48.3%	58.1%	43.7%	48.9%	50.9%	48.3%
3=Neutral	20.8%	22.4%	21.3%	18.9%	16.1%	11.4%	9.5%	15.4%	15.3%	10.0%	13.4%	12.6%	14.5%	15.2%
2=Dissatisfied	5.1%	10.3%	11.6%	9.1%	6.0%	4.2%	6.2%	6.4%	8.1%	1.9%	3.2%	4.9%	7.0%	6.4%
1=Very dissatisfied	6.5%	3.3%	3.2%	4.2%	3.2%	2.1%	3.0%	2.3%	2.5%	1.2%	0.8%	2.7%	1.9%	2.8%
9=Don't know	6.0%	3.3%	4.2%	1.5%	5.1%	2.1%	4.6%	4.7%	3.4%	1.5%	1.6%	3.1%	1.9%	3.3%

**Q5. Miami-Dade County Water and Sewer Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q5b Quality of sewer services</u>														
5=Very satisfied	15.3%	13.1%	13.0%	17.0%	13.8%	19.1%	16.1%	15.4%	22.5%	19.6%	33.2%	23.3%	16.4%	18.3%
4=Satisfied	42.1%	37.4%	43.1%	41.9%	43.8%	49.6%	46.9%	43.5%	45.8%	55.0%	45.3%	49.3%	51.9%	45.9%
3=Neutral	23.6%	27.1%	21.3%	21.9%	23.5%	16.9%	14.8%	20.4%	18.2%	15.0%	13.4%	19.7%	20.1%	19.4%
2=Dissatisfied	5.1%	7.9%	8.8%	6.0%	6.5%	6.4%	4.3%	4.0%	5.9%	2.3%	4.0%	1.3%	3.3%	5.0%
1=Very dissatisfied	4.2%	3.7%	4.2%	3.8%	3.7%	1.3%	3.6%	2.3%	3.4%	1.5%	1.2%	2.7%	2.3%	2.9%
9=Don't know	9.7%	10.7%	9.7%	9.4%	8.8%	6.8%	14.4%	14.4%	4.2%	6.5%	2.8%	3.6%	6.1%	8.5%

**EXCLUDING DON'T KNOWS**

**Q5. Miami-Dade County Water and Sewer Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q5a Quality of drinking water</u>														
5=Very satisfied	18.2%	22.2%	15.9%	24.1%	23.8%	29.9%	20.6%	24.6%	23.2%	27.7%	37.9%	28.7%	24.3%	24.8%
4=Satisfied	47.3%	40.6%	46.4%	43.3%	49.5%	51.9%	59.8%	50.2%	50.0%	59.0%	44.4%	50.5%	51.9%	49.9%
3=Neutral	22.2%	23.2%	22.2%	19.2%	17.0%	11.7%	10.0%	16.1%	15.8%	10.2%	13.6%	13.0%	14.8%	15.8%
2=Dissatisfied	5.4%	10.6%	12.1%	9.2%	6.3%	4.3%	6.5%	6.7%	8.3%	2.0%	3.3%	5.1%	7.1%	6.6%
1=Very dissatisfied	6.9%	3.4%	3.4%	4.2%	3.4%	2.2%	3.1%	2.5%	2.6%	1.2%	0.8%	2.8%	1.9%	2.9%

**EXCLUDING DON'T KNOWS**

**Q5. Miami-Dade County Water and Sewer Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q5b Quality of sewer services</u>														
5=Very satisfied	16.9%	14.7%	14.4%	18.8%	15.2%	20.5%	18.8%	18.0%	23.5%	21.0%	34.2%	24.2%	17.4%	20.0%
4=Satisfied	46.7%	41.9%	47.7%	46.3%	48.0%	53.2%	54.8%	50.8%	47.8%	58.8%	46.7%	51.2%	55.2%	50.1%
3=Neutral	26.2%	30.4%	23.6%	24.2%	25.8%	18.2%	17.2%	23.8%	19.0%	16.0%	13.8%	20.5%	21.4%	21.2%
2=Dissatisfied	5.6%	8.9%	9.7%	6.7%	7.1%	6.8%	5.0%	4.7%	6.2%	2.5%	4.2%	1.4%	3.5%	5.4%
1=Very dissatisfied	4.6%	4.2%	4.6%	4.2%	4.0%	1.4%	4.2%	2.7%	3.5%	1.6%	1.3%	2.8%	2.5%	3.2%



**Q6. Public Safety Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q6a Quality of police services</u>														
5=Very satisfied	16.7%	10.7%	9.3%	20.8%	16.1%	13.6%	10.8%	15.4%	14.8%	13.1%	16.2%	17.9%	15.9%	14.7%
4=Satisfied	44.0%	42.1%	36.6%	44.5%	42.4%	46.6%	49.2%	45.2%	41.1%	51.5%	47.0%	45.3%	53.3%	45.5%
3=Neutral	18.1%	26.2%	25.0%	21.9%	20.3%	20.3%	22.6%	21.1%	19.9%	20.4%	17.8%	17.0%	15.9%	20.6%
2=Dissatisfied	9.7%	13.1%	13.4%	6.4%	7.8%	10.2%	8.5%	12.0%	12.7%	11.2%	12.6%	12.1%	11.2%	10.8%
1=Very dissatisfied	6.5%	3.7%	12.5%	3.0%	8.3%	6.4%	4.9%	3.0%	9.3%	1.5%	4.5%	5.8%	1.4%	5.3%
9=Don't know	5.1%	4.2%	3.2%	3.4%	5.1%	3.0%	3.9%	3.3%	2.1%	2.3%	2.0%	1.8%	2.3%	3.2%

**Q6. Public Safety Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q6b Quality of fire services</u>														
5=Very satisfied	24.5%	23.8%	18.1%	30.6%	32.7%	28.0%	20.3%	23.4%	29.7%	30.0%	29.6%	33.6%	29.4%	27.1%
4=Satisfied	45.4%	47.2%	46.8%	46.4%	44.7%	50.8%	52.8%	52.2%	44.1%	49.6%	49.4%	49.3%	54.2%	48.9%
3=Neutral	16.2%	19.2%	22.7%	13.2%	10.6%	13.1%	15.7%	14.7%	16.5%	11.2%	13.8%	8.5%	12.6%	14.4%
2=Dissatisfied	1.9%	0.5%	1.4%	1.1%	0.5%	0.8%	1.0%	1.0%	2.1%	1.2%	0.8%	1.8%	0.5%	1.1%
1=Very dissatisfied	2.3%	0.0%	0.5%	0.4%	0.9%	0.8%	0.7%	0.3%	1.7%	0.4%	0.4%	0.9%	0.0%	0.7%
9=Don't know	9.7%	9.3%	10.6%	8.3%	10.6%	6.4%	9.5%	8.4%	5.9%	7.7%	6.1%	5.8%	3.3%	7.8%

**Q6. Public Safety Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q6c Quality of local emergency/medical ambulance services</u>														
5=Very satisfied	25.5%	23.8%	18.5%	30.9%	32.7%	30.9%	18.7%	22.7%	26.7%	30.8%	31.2%	30.5%	25.2%	26.7%
4=Satisfied	40.7%	45.8%	40.3%	39.6%	37.8%	41.5%	48.9%	45.2%	45.8%	46.2%	44.1%	43.9%	50.9%	44.0%
3=Neutral	17.6%	17.3%	21.8%	15.5%	13.4%	14.0%	16.7%	18.7%	19.5%	13.5%	14.2%	13.5%	13.1%	16.1%
2=Dissatisfied	3.2%	2.8%	3.2%	1.1%	3.2%	3.0%	2.3%	1.3%	2.1%	1.2%	2.8%	1.3%	1.9%	2.2%
1=Very dissatisfied	3.2%	0.9%	2.3%	0.4%	1.8%	0.8%	1.0%	0.3%	0.8%	0.0%	1.2%	1.3%	0.5%	1.1%
9=Don't know	9.7%	9.3%	13.9%	12.5%	11.1%	9.7%	12.5%	11.7%	5.1%	8.5%	6.5%	9.4%	8.4%	9.9%

**Q6. Public Safety Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q6d Quality of animal care &amp; control services</u>														
5=Very satisfied	11.6%	7.0%	6.9%	9.1%	12.0%	13.1%	6.2%	6.0%	11.4%	10.8%	10.5%	14.3%	13.6%	10.0%
4=Satisfied	27.8%	33.2%	28.2%	34.3%	28.6%	32.2%	32.8%	27.4%	33.9%	38.1%	38.1%	38.1%	37.4%	33.1%
3=Neutral	28.7%	29.9%	28.2%	21.5%	24.9%	26.3%	28.2%	29.4%	31.8%	25.4%	28.3%	24.2%	23.4%	27.0%
2=Dissatisfied	6.0%	12.6%	11.1%	6.8%	7.8%	8.1%	8.9%	13.0%	6.4%	7.7%	6.1%	5.4%	7.9%	8.4%
1=Very dissatisfied	8.3%	3.7%	8.3%	4.2%	6.0%	5.1%	4.9%	8.4%	8.5%	3.8%	5.3%	2.2%	2.8%	5.5%
9=Don't know	17.6%	13.6%	17.1%	24.2%	20.7%	15.3%	19.0%	15.7%	8.1%	14.2%	11.7%	15.7%	15.0%	16.1%

**Q6. Public Safety Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	

Q6e Quality of the County's emergency preparedness services

5=Very satisfied	14.8%	12.6%	13.0%	14.7%	18.9%	16.9%	12.1%	15.4%	15.7%	16.5%	17.4%	22.0%	19.2%	16.0%
4=Satisfied	33.3%	38.8%	30.1%	38.1%	31.3%	37.7%	41.0%	41.8%	39.8%	43.5%	42.1%	40.4%	39.7%	38.6%
3=Neutral	24.1%	26.2%	27.8%	19.6%	25.3%	28.0%	24.9%	23.7%	24.2%	23.1%	22.3%	20.2%	22.9%	24.0%
2=Dissatisfied	12.5%	10.3%	13.0%	10.9%	8.8%	5.5%	9.5%	9.0%	7.6%	6.2%	7.3%	5.4%	7.5%	8.7%
1=Very dissatisfied	4.6%	3.3%	7.9%	2.3%	5.1%	5.1%	4.3%	3.0%	5.5%	2.7%	4.9%	3.6%	3.3%	4.2%
9=Don't know	10.6%	8.9%	8.3%	14.3%	10.6%	6.8%	8.2%	7.0%	7.2%	8.1%	6.1%	8.5%	7.5%	8.6%

**Q6. Public Safety Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q6f Police efforts to prevent property crime</u>														
5=Very satisfied	12.0%	7.9%	6.9%	16.6%	11.1%	14.0%	6.6%	8.4%	13.1%	6.5%	11.7%	17.0%	10.7%	10.9%
4=Satisfied	28.7%	29.9%	29.2%	33.2%	34.6%	32.2%	37.4%	39.5%	28.4%	39.2%	34.8%	35.9%	41.1%	34.4%
3=Neutral	24.1%	35.0%	27.8%	30.2%	23.5%	28.8%	28.2%	27.1%	29.7%	32.7%	25.1%	27.4%	27.6%	28.3%
2=Dissatisfied	15.3%	15.0%	13.4%	8.7%	12.9%	13.1%	11.5%	16.1%	14.8%	10.8%	16.6%	8.5%	11.2%	12.9%
1=Very dissatisfied	9.3%	5.6%	16.2%	3.4%	8.8%	8.5%	7.2%	4.3%	7.6%	4.6%	8.9%	7.6%	5.6%	7.3%
9=Don't know	10.6%	6.5%	6.5%	7.9%	9.2%	3.4%	9.2%	4.7%	6.4%	6.2%	2.8%	3.6%	3.7%	6.2%

**Q6. Public Safety Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q6g Police efforts to prevent violent crime</u>														
5=Very satisfied	12.5%	8.9%	8.8%	18.1%	12.9%	15.7%	8.2%	9.7%	14.4%	7.7%	12.6%	15.7%	10.7%	11.9%
4=Satisfied	31.5%	32.2%	30.6%	33.2%	34.1%	35.2%	38.4%	42.1%	28.4%	39.6%	37.2%	35.0%	42.1%	35.6%
3=Neutral	23.1%	31.8%	29.2%	29.4%	26.3%	28.0%	26.9%	27.8%	33.5%	33.1%	27.1%	27.4%	29.9%	28.7%
2=Dissatisfied	13.0%	15.4%	12.5%	7.5%	12.9%	10.6%	7.9%	9.7%	11.9%	8.8%	12.1%	8.5%	7.9%	10.5%
1=Very dissatisfied	10.2%	5.1%	12.0%	2.3%	4.6%	6.4%	7.5%	3.3%	5.1%	1.5%	7.7%	6.3%	3.3%	5.7%
9=Don't know	9.7%	6.5%	6.9%	9.4%	9.2%	4.2%	11.1%	7.4%	6.8%	9.2%	3.2%	7.2%	6.1%	7.6%

**Q6. Public Safety Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q6h Courtesy, respectfulness, fairness of police officers</u>														
5=Very satisfied	11.1%	10.3%	8.8%	17.4%	14.7%	14.4%	11.5%	13.0%	13.6%	11.2%	11.3%	14.3%	11.7%	12.6%
4=Satisfied	35.6%	30.4%	28.2%	35.8%	32.3%	32.2%	30.8%	38.8%	29.7%	38.5%	32.8%	35.4%	36.0%	33.7%
3=Neutral	21.3%	33.6%	29.6%	22.6%	19.8%	30.9%	29.5%	23.7%	28.8%	25.8%	24.7%	25.1%	27.6%	26.4%
2=Dissatisfied	12.5%	8.4%	14.8%	12.8%	15.7%	10.2%	13.4%	12.7%	11.9%	12.7%	14.6%	13.5%	14.5%	12.9%
1=Very dissatisfied	10.6%	9.3%	14.4%	6.4%	11.1%	10.6%	9.5%	8.0%	11.9%	6.2%	13.8%	9.9%	4.7%	9.6%
9=Don't know	8.8%	7.9%	4.2%	4.9%	6.5%	1.7%	5.2%	3.7%	4.2%	5.8%	2.8%	1.8%	5.6%	4.8%



**Q6. Public Safety Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q6i Enforcement of local traffic laws</u>														
5=Very satisfied	10.2%	9.8%	4.6%	15.1%	11.5%	11.4%	8.2%	7.0%	15.3%	6.5%	7.7%	13.5%	9.8%	10.0%
4=Satisfied	36.1%	32.7%	28.2%	29.1%	32.3%	30.5%	25.2%	32.8%	30.9%	33.8%	32.8%	36.8%	35.5%	31.9%
3=Neutral	20.4%	32.2%	29.2%	28.7%	21.2%	21.2%	26.9%	24.7%	25.0%	26.9%	26.7%	21.5%	22.9%	25.3%
2=Dissatisfied	15.3%	15.0%	14.8%	13.6%	18.0%	15.7%	17.7%	16.7%	11.4%	16.2%	18.6%	13.0%	20.6%	15.9%
1=Very dissatisfied	10.6%	5.6%	17.1%	8.7%	12.4%	19.5%	17.7%	15.4%	14.0%	12.7%	12.6%	10.8%	7.5%	12.9%
9=Don't know	7.4%	4.7%	6.0%	4.9%	4.6%	1.7%	4.3%	3.3%	3.4%	3.8%	1.6%	4.5%	3.7%	4.1%

**Q6. Public Safety Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q6j Access to police during emergencies</u>														
5=Very satisfied	14.4%	12.1%	11.6%	18.9%	16.6%	17.4%	11.8%	12.4%	14.8%	8.5%	10.1%	18.4%	10.7%	13.6%
4=Satisfied	30.6%	33.2%	30.6%	29.1%	32.3%	35.6%	34.8%	38.1%	36.0%	42.3%	41.7%	35.9%	44.9%	35.8%
3=Neutral	25.0%	30.4%	31.9%	26.0%	21.2%	23.3%	27.9%	23.1%	24.2%	31.2%	27.9%	23.3%	26.6%	26.3%
2=Dissatisfied	8.8%	12.1%	6.9%	5.3%	7.8%	7.2%	6.9%	7.4%	9.7%	6.9%	6.9%	9.9%	6.5%	7.8%
1=Very dissatisfied	8.8%	3.3%	10.2%	1.9%	6.5%	6.4%	3.9%	3.7%	8.5%	1.9%	6.1%	5.8%	3.3%	5.2%
9=Don't know	12.5%	8.9%	8.8%	18.9%	15.7%	10.2%	14.8%	15.4%	6.8%	9.2%	7.3%	6.7%	7.9%	11.2%

**Q6. Public Safety Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q6k Access to police during non-emergencies</u>														
5=Very satisfied	12.0%	10.3%	7.4%	15.1%	12.0%	15.7%	10.5%	10.0%	11.9%	6.5%	8.5%	12.6%	10.7%	11.0%
4=Satisfied	30.1%	27.1%	26.4%	31.7%	27.6%	29.2%	32.1%	37.5%	30.5%	31.9%	33.2%	36.3%	38.3%	31.9%
3=Neutral	25.0%	37.9%	34.7%	27.9%	26.7%	29.7%	32.5%	26.8%	25.8%	36.5%	30.4%	27.4%	31.3%	30.2%
2=Dissatisfied	13.4%	10.3%	13.0%	7.2%	10.6%	10.6%	5.6%	9.4%	12.7%	11.5%	13.0%	10.3%	8.9%	10.3%
1=Very dissatisfied	8.8%	6.1%	11.6%	3.0%	7.4%	8.1%	7.5%	6.0%	11.9%	3.1%	8.9%	7.6%	2.3%	7.0%
9=Don't know	10.6%	8.4%	6.9%	15.1%	15.7%	6.8%	11.8%	10.4%	7.2%	10.4%	6.1%	5.8%	8.4%	9.6%

**EXCLUDING DON'T KNOWS**

**Q6. Public Safety Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q6a Quality of police services</u>														
5=Very satisfied	17.6%	11.2%	9.6%	21.5%	17.0%	14.0%	11.3%	15.9%	15.2%	13.4%	16.5%	18.3%	16.3%	15.2%
4=Satisfied	46.3%	43.9%	37.8%	46.1%	44.7%	48.0%	51.2%	46.7%	42.0%	52.8%	47.9%	46.1%	54.5%	47.0%
3=Neutral	19.0%	27.3%	25.8%	22.7%	21.4%	21.0%	23.5%	21.8%	20.3%	20.9%	18.2%	17.4%	16.3%	21.2%
2=Dissatisfied	10.2%	13.7%	13.9%	6.6%	8.3%	10.5%	8.9%	12.5%	13.0%	11.4%	12.8%	12.3%	11.5%	11.1%
1=Very dissatisfied	6.8%	3.9%	12.9%	3.1%	8.7%	6.6%	5.1%	3.1%	9.5%	1.6%	4.5%	5.9%	1.4%	5.5%

**EXCLUDING DON'T KNOWS**

**Q6. Public Safety Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q6b Quality of fire services</u>														
5=Very satisfied	27.2%	26.3%	20.2%	33.3%	36.6%	29.9%	22.5%	25.5%	31.5%	32.5%	31.5%	35.7%	30.4%	29.4%
4=Satisfied	50.3%	52.1%	52.3%	50.6%	50.0%	54.3%	58.3%	56.9%	46.8%	53.8%	52.6%	52.4%	56.0%	53.0%
3=Neutral	17.9%	21.1%	25.4%	14.4%	11.9%	14.0%	17.4%	16.1%	17.6%	12.1%	14.7%	9.0%	13.0%	15.6%
2=Dissatisfied	2.1%	0.5%	1.6%	1.2%	0.5%	0.9%	1.1%	1.1%	2.3%	1.3%	0.9%	1.9%	0.5%	1.2%
1=Very dissatisfied	2.6%	0.0%	0.5%	0.4%	1.0%	0.9%	0.7%	0.4%	1.8%	0.4%	0.4%	1.0%	0.0%	0.8%

**EXCLUDING DON'T KNOWS**

**Q6. Public Safety Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q6c Quality of local emergency/medical ambulance services</u>														
5=Very satisfied	28.2%	26.3%	21.5%	35.3%	36.8%	34.3%	21.3%	25.8%	28.1%	33.6%	33.3%	33.7%	27.6%	29.6%
4=Satisfied	45.1%	50.5%	46.8%	45.3%	42.5%	46.0%	55.8%	51.1%	48.2%	50.4%	47.2%	48.5%	55.6%	48.9%
3=Neutral	19.5%	19.1%	25.3%	17.7%	15.0%	15.5%	19.1%	21.2%	20.5%	14.7%	15.2%	14.9%	14.3%	17.8%
2=Dissatisfied	3.6%	3.1%	3.8%	1.3%	3.6%	3.3%	2.6%	1.5%	2.2%	1.3%	3.0%	1.5%	2.0%	2.5%
1=Very dissatisfied	3.6%	1.0%	2.7%	0.4%	2.1%	0.9%	1.1%	0.4%	0.9%	0.0%	1.3%	1.5%	0.5%	1.2%

**EXCLUDING DON'T KNOWS**

**Q6. Public Safety Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q6d Quality of animal care &amp; control services</u>														
5=Very satisfied	14.0%	8.1%	8.4%	11.9%	15.1%	15.5%	7.7%	7.1%	12.4%	12.6%	11.9%	17.0%	15.9%	11.9%
4=Satisfied	33.7%	38.4%	34.1%	45.3%	36.0%	38.0%	40.5%	32.5%	36.9%	44.4%	43.1%	45.2%	44.0%	39.4%
3=Neutral	34.8%	34.6%	34.1%	28.4%	31.4%	31.0%	34.8%	34.9%	34.6%	29.6%	32.1%	28.7%	27.5%	32.1%
2=Dissatisfied	7.3%	14.6%	13.4%	9.0%	9.9%	9.5%	10.9%	15.5%	6.9%	9.0%	6.9%	6.4%	9.3%	10.0%
1=Very dissatisfied	10.1%	4.3%	10.1%	5.5%	7.6%	6.0%	6.1%	9.9%	9.2%	4.5%	6.0%	2.7%	3.3%	6.6%

**EXCLUDING DON'T KNOWS****Q6. Public Safety Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q6e Quality of the County's emergency preparedness services</u>														
5=Very satisfied	16.6%	13.8%	14.1%	17.2%	21.1%	18.2%	13.2%	16.5%	16.9%	18.0%	18.5%	24.0%	20.7%	17.5%
4=Satisfied	37.3%	42.6%	32.8%	44.5%	35.1%	40.5%	44.6%	45.0%	42.9%	47.3%	44.8%	44.1%	42.9%	42.2%
3=Neutral	26.9%	28.7%	30.3%	22.9%	28.4%	30.0%	27.1%	25.5%	26.0%	25.1%	23.7%	22.1%	24.7%	26.2%
2=Dissatisfied	14.0%	11.3%	14.1%	12.8%	9.8%	5.9%	10.4%	9.7%	8.2%	6.7%	7.8%	5.9%	8.1%	9.5%
1=Very dissatisfied	5.2%	3.6%	8.6%	2.6%	5.7%	5.5%	4.6%	3.2%	5.9%	2.9%	5.2%	3.9%	3.5%	4.6%



**EXCLUDING DON'T KNOWS**

**Q6. Public Safety Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q6f Police efforts to prevent property crime</u>														
5=Very satisfied	13.5%	8.5%	7.4%	18.0%	12.2%	14.5%	7.2%	8.8%	14.0%	7.0%	12.1%	17.7%	11.2%	11.6%
4=Satisfied	32.1%	32.0%	31.2%	36.1%	38.1%	33.3%	41.2%	41.4%	30.3%	41.8%	35.8%	37.2%	42.7%	36.7%
3=Neutral	26.9%	37.5%	29.7%	32.8%	25.9%	29.8%	31.0%	28.4%	31.7%	34.8%	25.8%	28.4%	28.6%	30.1%
2=Dissatisfied	17.1%	16.0%	14.4%	9.4%	14.2%	13.6%	12.6%	16.8%	15.8%	11.5%	17.1%	8.8%	11.7%	13.8%
1=Very dissatisfied	10.4%	6.0%	17.3%	3.7%	9.6%	8.8%	7.9%	4.6%	8.1%	4.9%	9.2%	7.9%	5.8%	7.8%

**EXCLUDING DON'T KNOWS**

**Q6. Public Safety Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q6g Police efforts to prevent violent crime</u>														
5=Very satisfied	13.8%	9.5%	9.5%	20.0%	14.2%	16.4%	9.2%	10.5%	15.5%	8.5%	13.0%	16.9%	11.4%	12.9%
4=Satisfied	34.9%	34.5%	32.8%	36.7%	37.6%	36.7%	43.2%	45.5%	30.5%	43.6%	38.5%	37.7%	44.8%	38.5%
3=Neutral	25.6%	34.0%	31.3%	32.5%	28.9%	29.2%	30.3%	30.0%	35.9%	36.4%	28.0%	29.5%	31.8%	31.1%
2=Dissatisfied	14.4%	16.5%	13.4%	8.3%	14.2%	11.1%	8.9%	10.5%	12.7%	9.7%	12.6%	9.2%	8.5%	11.4%
1=Very dissatisfied	11.3%	5.5%	12.9%	2.5%	5.1%	6.6%	8.5%	3.6%	5.5%	1.7%	7.9%	6.8%	3.5%	6.2%

**EXCLUDING DON'T KNOWS**

**Q6. Public Safety Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q6h Courtesy, respectfulness, fairness of police officers</u>														
5=Very satisfied	12.2%	11.2%	9.2%	18.3%	15.8%	14.7%	12.1%	13.5%	14.2%	11.8%	11.7%	14.6%	12.4%	13.2%
4=Satisfied	39.1%	33.0%	29.5%	37.7%	34.5%	32.8%	32.5%	40.3%	31.0%	40.8%	33.8%	36.1%	38.1%	35.4%
3=Neutral	23.4%	36.5%	30.9%	23.8%	21.2%	31.5%	31.1%	24.7%	30.1%	27.3%	25.4%	25.6%	29.2%	27.7%
2=Dissatisfied	13.7%	9.1%	15.5%	13.5%	16.7%	10.3%	14.2%	13.2%	12.4%	13.5%	15.0%	13.7%	15.3%	13.5%
1=Very dissatisfied	11.7%	10.2%	15.0%	6.7%	11.8%	10.8%	10.0%	8.3%	12.4%	6.5%	14.2%	10.0%	5.0%	10.1%

**EXCLUDING DON'T KNOWS**

**Q6. Public Safety Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q6i Enforcement of local traffic laws</u>														
5=Very satisfied	11.0%	10.3%	4.9%	15.9%	12.1%	11.6%	8.6%	7.3%	15.8%	6.8%	7.8%	14.1%	10.2%	10.4%
4=Satisfied	39.0%	34.3%	30.0%	30.6%	33.8%	31.0%	26.4%	33.9%	32.0%	35.2%	33.3%	38.5%	36.9%	33.2%
3=Neutral	22.0%	33.8%	31.0%	30.2%	22.2%	21.6%	28.1%	25.6%	25.9%	28.0%	27.2%	22.5%	23.8%	26.4%
2=Dissatisfied	16.5%	15.7%	15.8%	14.3%	18.8%	15.9%	18.5%	17.3%	11.8%	16.8%	18.9%	13.6%	21.4%	16.6%
1=Very dissatisfied	11.5%	5.9%	18.2%	9.1%	13.0%	19.8%	18.5%	15.9%	14.5%	13.2%	12.8%	11.3%	7.8%	13.4%

**EXCLUDING DON'T KNOWS**

**Q6. Public Safety Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q6j Access to police during emergencies</u>														
5=Very satisfied	16.4%	13.3%	12.7%	23.3%	19.7%	19.3%	13.8%	14.6%	15.9%	9.3%	10.9%	19.7%	11.7%	15.3%
4=Satisfied	34.9%	36.4%	33.5%	35.8%	38.3%	39.6%	40.8%	45.1%	38.6%	46.6%	45.0%	38.5%	48.7%	40.4%
3=Neutral	28.6%	33.3%	35.0%	32.1%	25.1%	25.9%	32.7%	27.3%	25.9%	34.3%	30.1%	25.0%	28.9%	29.6%
2=Dissatisfied	10.1%	13.3%	7.6%	6.5%	9.3%	8.0%	8.1%	8.7%	10.5%	7.6%	7.4%	10.6%	7.1%	8.8%
1=Very dissatisfied	10.1%	3.6%	11.2%	2.3%	7.7%	7.1%	4.6%	4.3%	9.1%	2.1%	6.6%	6.3%	3.6%	5.9%

**EXCLUDING DON'T KNOWS**

**Q6. Public Safety Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q6k Access to police during non-emergencies</u>														
5=Very satisfied	13.5%	11.2%	8.0%	17.8%	14.2%	16.8%	11.9%	11.2%	12.8%	7.3%	9.1%	13.3%	11.7%	12.2%
4=Satisfied	33.7%	29.6%	28.4%	37.3%	32.8%	31.4%	36.4%	41.8%	32.9%	35.6%	35.3%	38.6%	41.8%	35.3%
3=Neutral	28.0%	41.3%	37.3%	32.9%	31.7%	31.8%	36.8%	29.9%	27.9%	40.8%	32.3%	29.0%	34.2%	33.4%
2=Dissatisfied	15.0%	11.2%	13.9%	8.4%	12.6%	11.4%	6.3%	10.4%	13.7%	12.9%	13.8%	11.0%	9.7%	11.4%
1=Very dissatisfied	9.8%	6.6%	12.4%	3.6%	8.7%	8.6%	8.6%	6.7%	12.8%	3.4%	9.5%	8.1%	2.6%	7.8%

**Q7. Which TWO of the public safety and police services listed above do you think Miami-Dade County needs to improve the MOST?**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q7 1<sup>st</sup> choice</u>														
A=Police services	14.4%	23.8%	12.0%	8.7%	9.7%	11.9%	7.5%	6.0%	13.1%	8.1%	10.9%	12.6%	12.1%	11.2%
B=Fire services	0.0%	0.0%	0.9%	0.0%	0.5%	0.4%	0.3%	0.0%	1.3%	0.8%	0.0%	0.4%	0.5%	0.4%
C=Emergency/medical ambulance services	3.2%	2.3%	0.0%	2.3%	2.8%	0.4%	2.6%	2.3%	1.3%	1.5%	1.6%	3.6%	3.7%	2.1%
D=Animal care & control services	3.2%	6.1%	3.7%	4.5%	4.6%	4.2%	3.0%	6.7%	5.5%	1.9%	3.2%	4.0%	3.3%	4.2%
E=Emergency preparedness services	9.3%	7.0%	4.6%	8.3%	7.8%	7.2%	9.2%	8.7%	6.4%	10.0%	9.7%	5.4%	6.5%	7.8%
F=Prevent property crime	13.0%	15.9%	13.4%	10.9%	12.9%	11.4%	11.1%	12.4%	10.2%	14.6%	13.4%	6.7%	14.0%	12.3%
G=Prevent violent crime	9.7%	7.0%	9.3%	5.3%	6.0%	5.5%	8.9%	6.7%	2.5%	4.2%	6.1%	4.9%	5.6%	6.3%

**Q7. Which TWO of the public safety and police services listed above do you think Miami-Dade County needs to improve the MOST?**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q7 1<sup>st</sup> choice (Cont.)</u>														
H=Courtesy, respectfulness, fairness of police officers	9.3%	7.0%	13.4%	9.4%	13.4%	10.2%	9.5%	9.7%	10.6%	11.2%	8.5%	10.3%	10.3%	10.2%
I=Enforcement of local traffic laws	6.0%	3.3%	10.2%	13.2%	12.0%	15.7%	18.0%	22.1%	10.2%	16.5%	15.0%	16.6%	10.7%	13.5%
J=Access to police during emergencies	3.7%	3.3%	1.9%	3.4%	1.4%	2.1%	3.3%	1.7%	3.0%	3.8%	3.6%	1.8%	1.9%	2.7%
K=Access to police during non-emergencies	3.2%	1.4%	2.8%	0.8%	3.7%	1.7%	2.3%	2.7%	5.5%	2.7%	3.6%	5.4%	3.7%	3.0%
Z=None	25.0%	22.9%	27.8%	33.2%	25.3%	29.2%	24.3%	21.1%	30.5%	24.6%	24.3%	28.3%	27.6%	26.4%



**Q7. Which TWO of the public safety and police services listed above do you think Miami-Dade County needs to improve the MOST?**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q7 2nd</u>														
A=Police services	5.6%	3.3%	6.9%	1.1%	4.6%	3.4%	3.3%	2.0%	6.8%	3.1%	5.7%	8.1%	5.1%	4.4%
B=Fire services	0.9%	3.3%	0.9%	1.1%	1.8%	0.0%	1.3%	0.3%	1.7%	0.4%	2.4%	3.1%	2.8%	1.5%
C=Emergency/medical ambulance services	1.9%	1.9%	0.9%	1.5%	0.5%	3.0%	1.0%	1.3%	1.7%	1.2%	1.6%	1.3%	1.9%	1.5%
D=Animal care & control services	5.6%	2.8%	3.2%	2.6%	1.8%	3.4%	4.9%	7.7%	2.1%	3.5%	1.6%	1.8%	3.7%	3.6%
E=Emergency preparedness services	4.2%	8.4%	5.1%	6.0%	4.6%	4.7%	5.9%	5.7%	6.4%	5.0%	2.8%	4.0%	4.2%	5.2%
F=Prevent property crime	12.0%	10.3%	11.6%	9.8%	8.3%	11.0%	12.8%	12.0%	11.4%	10.4%	10.1%	7.2%	11.7%	10.7%
G=Prevent violent crime	10.2%	11.2%	10.6%	10.9%	9.7%	6.8%	10.2%	12.0%	8.1%	10.0%	9.3%	8.1%	13.1%	10.0%

**Q7. Which TWO of the public safety and police services listed above do you think Miami-Dade County needs to improve the MOST?**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
H=Courtesy, respectfulness, fairness of police officers	5.1%	12.6%	8.3%	8.3%	11.1%	10.6%	9.8%	8.0%	9.3%	9.2%	10.5%	9.9%	7.0%	9.2%
I=Enforcement of local traffic laws	10.2%	10.3%	7.4%	8.7%	10.1%	11.4%	14.8%	8.4%	10.2%	15.0%	9.3%	9.0%	7.9%	10.3%
J=Access to police during emergencies	6.5%	4.2%	7.4%	3.8%	6.0%	5.1%	4.9%	5.4%	2.5%	4.6%	6.5%	4.5%	3.3%	5.0%
K=Access to police during non-emergencies	7.4%	6.1%	6.0%	6.4%	5.1%	7.6%	3.3%	7.0%	5.5%	8.8%	10.1%	6.7%	5.6%	6.6%
Z=None	30.6%	25.7%	31.5%	39.6%	36.4%	33.1%	27.9%	30.1%	34.3%	28.8%	30.0%	36.3%	33.6%	32.1%

**Q7. Which TWO of the public safety and police services listed above do you think Miami-Dade County needs to improve the MOST? (both selections)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q7 Sum of Top 2 Choices</u>														
A=Police services	19.9%	27.1%	19.0%	9.8%	14.3%	15.3%	10.8%	8.0%	19.9%	11.2%	16.6%	20.6%	17.3%	15.6%
B=Fire services	0.9%	3.3%	1.9%	1.1%	2.3%	0.4%	1.6%	0.3%	3.0%	1.2%	2.4%	3.6%	3.3%	1.9%
C=Emergency/medical ambulance services	5.1%	4.2%	0.9%	3.8%	3.2%	3.4%	3.6%	3.7%	3.0%	2.7%	3.2%	4.9%	5.6%	3.6%
D=Animal care & control services	8.8%	8.9%	6.9%	7.2%	6.5%	7.6%	7.9%	14.4%	7.6%	5.4%	4.9%	5.8%	7.0%	7.7%
E=Emergency preparedness services	13.4%	15.4%	9.7%	14.3%	12.4%	11.9%	15.1%	14.4%	12.7%	15.0%	12.6%	9.4%	10.7%	13.0%
F=Prevent property crime	25.0%	26.2%	25.0%	20.8%	21.2%	22.5%	23.9%	24.4%	21.6%	25.0%	23.5%	13.9%	25.7%	23.0%
G=Prevent violent crime	19.9%	18.2%	19.9%	16.2%	15.7%	12.3%	19.0%	18.7%	10.6%	14.2%	15.4%	13.0%	18.7%	16.3%

**Q7. Which TWO of the public safety and police services listed above do you think Miami-Dade County needs to improve the MOST? (both selections)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q7 Sum of Top 2 Choices (Cont.)</u>														
H=Courtesy, respectfulness, fairness of police officers	14.4%	19.6%	21.8%	17.7%	24.4%	20.8%	19.3%	17.7%	19.9%	20.4%	19.0%	20.2%	17.3%	19.4%
I=Enforcement of local traffic laws	16.2%	13.6%	17.6%	21.9%	22.1%	27.1%	32.8%	30.4%	20.3%	31.5%	24.3%	25.6%	18.7%	23.8%
J=Access to police during emergencies	10.2%	7.5%	9.3%	7.2%	7.4%	7.2%	8.2%	7.0%	5.5%	8.5%	10.1%	6.3%	5.1%	7.7%
K=Access to police during non-emergencies	10.6%	7.5%	8.8%	7.2%	8.8%	9.3%	5.6%	9.7%	11.0%	11.5%	13.8%	12.1%	9.3%	9.6%
Z=None	25.0%	22.9%	27.8%	33.2%	25.3%	29.2%	24.3%	21.1%	30.5%	24.6%	24.3%	28.3%	27.6%	26.4%

**Q8. Public Safety Behavior and Perceptions. Please rate your level of agreement with the following statements:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q8a My household is prepared for an emergency</u>														
5=Strongly agree	23.1%	22.0%	19.4%	29.4%	26.3%	24.2%	22.3%	29.1%	28.0%	29.6%	29.6%	20.6%	29.9%	25.8%
4=Agree	39.8%	43.9%	43.5%	41.9%	42.4%	49.2%	56.1%	50.2%	48.7%	50.8%	50.6%	52.0%	44.9%	47.6%
3=Neutral	19.4%	18.7%	19.4%	15.1%	12.4%	12.7%	9.5%	10.0%	9.7%	11.2%	11.3%	15.7%	12.6%	13.4%
2=Disagree	11.1%	8.9%	9.3%	7.5%	9.7%	7.6%	8.9%	6.0%	8.9%	5.4%	5.3%	6.7%	7.9%	7.8%
1=Strongly disagree	2.8%	2.3%	4.6%	4.2%	5.1%	2.1%	2.0%	1.7%	3.0%	1.5%	1.6%	1.8%	1.4%	2.6%
9=Don't know	3.7%	4.2%	3.7%	1.9%	4.1%	4.2%	1.3%	3.0%	1.7%	1.5%	1.6%	3.1%	3.3%	2.8%

**Q8. Public Safety Behavior and Perceptions. Please rate your level of agreement with the following statements:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q8b I know where to get information during an emergency</u>														
5=Strongly agree	24.5%	22.9%	19.0%	25.3%	25.8%	24.6%	19.7%	23.4%	23.3%	25.0%	28.7%	26.5%	27.6%	24.2%
4=Agree	43.5%	46.7%	48.6%	49.4%	50.7%	50.0%	60.7%	53.2%	52.5%	60.0%	54.7%	50.2%	49.5%	51.9%
3=Neutral	15.3%	13.6%	15.7%	14.3%	9.7%	11.9%	11.1%	14.0%	13.6%	7.7%	9.7%	14.3%	9.8%	12.3%
2=Disagree	7.4%	8.4%	7.4%	7.2%	5.5%	8.1%	3.3%	5.0%	5.1%	3.1%	4.5%	4.0%	6.5%	5.7%
1=Strongly disagree	2.8%	3.3%	3.7%	0.8%	2.8%	1.7%	1.6%	1.0%	1.7%	1.2%	0.8%	2.7%	2.3%	1.9%
9=Don't know	6.5%	5.1%	5.6%	3.0%	5.5%	3.8%	3.6%	3.3%	3.8%	3.1%	1.6%	2.2%	4.2%	3.9%

**Q8. Public Safety Behavior and Perceptions. Please rate your level of agreement with the following statements:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q8c Feel safe walking alone during the day in my neighborhood</u>														
5=Strongly agree	18.1%	22.9%	21.8%	46.4%	34.6%	31.4%	38.0%	33.8%	28.4%	28.1%	38.5%	35.0%	31.8%	31.9%
4=Agree	44.4%	44.9%	36.6%	37.7%	46.1%	47.9%	47.5%	47.5%	42.4%	51.2%	45.3%	50.2%	45.3%	45.3%
3=Neutral	16.2%	14.0%	18.5%	7.9%	9.7%	11.9%	8.5%	11.0%	14.0%	11.9%	9.3%	10.8%	12.1%	11.8%
2=Disagree	9.3%	9.3%	10.6%	3.0%	5.1%	6.4%	2.3%	4.3%	8.9%	5.0%	4.0%	2.2%	6.1%	5.7%
1=Strongly disagree	8.3%	6.1%	7.9%	3.0%	1.4%	1.7%	2.3%	2.0%	3.8%	1.5%	1.6%	1.3%	1.9%	3.2%
9=Don't know	3.7%	2.8%	4.6%	1.9%	3.2%	0.8%	1.3%	1.3%	2.5%	2.3%	1.2%	0.4%	2.8%	2.2%

**Q8. Public Safety Behavior and Perceptions. Please rate your level of agreement with the following statements:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q8d Feel safe walking alone during the evening in my neighborhood</u>														
5=Strongly agree	11.6%	7.5%	11.6%	29.1%	16.6%	17.4%	23.9%	15.7%	15.3%	15.0%	19.0%	21.1%	18.2%	17.4%
4=Agree	20.8%	26.6%	25.9%	28.3%	39.2%	33.9%	31.5%	38.1%	32.6%	32.7%	40.1%	42.2%	31.8%	32.8%
3=Neutral	24.5%	21.5%	19.9%	17.7%	17.1%	19.9%	19.0%	19.7%	18.2%	26.2%	17.8%	23.3%	22.4%	20.5%
2=Disagree	20.8%	27.1%	18.1%	15.5%	16.1%	18.2%	17.0%	16.7%	18.6%	19.6%	14.6%	7.6%	18.2%	17.5%
1=Strongly disagree	15.3%	14.0%	20.4%	6.0%	6.5%	7.6%	6.2%	7.7%	12.7%	4.2%	6.1%	4.5%	6.5%	8.8%
9=Don't know	6.9%	3.3%	4.2%	3.4%	4.6%	3.0%	2.3%	2.0%	2.5%	2.3%	2.4%	1.3%	2.8%	3.1%



**EXCLUDING DON'T KNOWS**

**Q8. Public Safety Behavior and Perceptions. Please rate your level of agreement with the following statements: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q8a My household is prepared for an emergency</u>														
5=Strongly agree	24.0%	22.9%	20.2%	30.0%	27.4%	25.2%	22.6%	30.0%	28.4%	30.1%	30.0%	21.3%	30.9%	26.5%
4=Agree	41.3%	45.9%	45.2%	42.7%	44.2%	51.3%	56.8%	51.7%	49.6%	51.6%	51.4%	53.7%	46.4%	49.0%
3=Neutral	20.2%	19.5%	20.2%	15.4%	13.0%	13.3%	9.6%	10.3%	9.9%	11.3%	11.5%	16.2%	13.0%	13.8%
2=Disagree	11.5%	9.3%	9.6%	7.7%	10.1%	8.0%	9.0%	6.2%	9.1%	5.5%	5.3%	6.9%	8.2%	8.1%
1=Strongly disagree	2.9%	2.4%	4.8%	4.2%	5.3%	2.2%	2.0%	1.7%	3.0%	1.6%	1.6%	1.9%	1.4%	2.6%

**EXCLUDING DON'T KNOWS****Q8. Public Safety Behavior and Perceptions. Please rate your level of agreement with the following statements: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q8b I know where to get information during an emergency</u>														
5=Strongly agree	26.2%	24.1%	20.1%	26.1%	27.3%	25.6%	20.4%	24.2%	24.2%	25.8%	29.2%	27.1%	28.8%	25.2%
4=Agree	46.5%	49.3%	51.5%	51.0%	53.7%	52.0%	62.9%	55.0%	54.6%	61.9%	55.6%	51.4%	51.7%	54.0%
3=Neutral	16.3%	14.3%	16.7%	14.8%	10.2%	12.3%	11.6%	14.5%	14.1%	7.9%	9.9%	14.7%	10.2%	12.8%
2=Disagree	7.9%	8.9%	7.8%	7.4%	5.9%	8.4%	3.4%	5.2%	5.3%	3.2%	4.5%	4.1%	6.8%	5.9%
1=Strongly disagree	3.0%	3.4%	3.9%	0.8%	2.9%	1.8%	1.7%	1.0%	1.8%	1.2%	0.8%	2.8%	2.4%	2.0%

**EXCLUDING DON'T KNOWS**

**Q8. Public Safety Behavior and Perceptions. Please rate your level of agreement with the following statements: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q8c Feel safe walking alone during the day in my neighborhood</u>														
5=Strongly agree	18.8%	23.6%	22.8%	47.3%	35.7%	31.6%	38.5%	34.2%	29.1%	28.7%	38.9%	35.1%	32.7%	32.6%
4=Agree	46.2%	46.2%	38.3%	38.5%	47.6%	48.3%	48.2%	48.1%	43.5%	52.4%	45.9%	50.5%	46.6%	46.3%
3=Neutral	16.8%	14.4%	19.4%	8.1%	10.0%	12.0%	8.6%	11.2%	14.3%	12.2%	9.4%	10.8%	12.5%	12.0%
2=Disagree	9.6%	9.6%	11.2%	3.1%	5.2%	6.4%	2.3%	4.4%	9.1%	5.1%	4.1%	2.3%	6.3%	5.8%
1=Strongly disagree	8.7%	6.3%	8.3%	3.1%	1.4%	1.7%	2.3%	2.0%	3.9%	1.6%	1.6%	1.4%	1.9%	3.2%

**EXCLUDING DON'T KNOWS**

**Q8. Public Safety Behavior and Perceptions. Please rate your level of agreement with the following statements: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q8d Feel safe walking alone during the evening in my neighborhood</u>														
5=Strongly agree	12.4%	7.7%	12.1%	30.1%	17.4%	17.9%	24.5%	16.0%	15.7%	15.4%	19.5%	21.4%	18.8%	18.0%
4=Agree	22.4%	27.5%	27.1%	29.3%	41.1%	34.9%	32.2%	38.9%	33.5%	33.5%	41.1%	42.7%	32.7%	33.8%
3=Neutral	26.4%	22.2%	20.8%	18.4%	17.9%	20.5%	19.5%	20.1%	18.7%	26.8%	18.3%	23.6%	23.1%	21.1%
2=Disagree	22.4%	28.0%	18.8%	16.0%	16.9%	18.8%	17.4%	17.1%	19.1%	20.1%	14.9%	7.7%	18.8%	18.0%
1=Strongly disagree	16.4%	14.5%	21.3%	6.3%	6.8%	7.9%	6.4%	7.8%	13.0%	4.3%	6.2%	4.5%	6.7%	9.1%

**Q9. Transportation Ratings. Please rate you satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q9a Maintenance of County streets</u>														
5=Very satisfied	5.1%	4.7%	5.1%	9.8%	6.9%	8.9%	7.2%	8.7%	8.5%	9.6%	8.5%	9.9%	9.3%	7.9%
4=Satisfied	31.0%	37.9%	29.2%	35.8%	35.0%	39.0%	35.1%	41.5%	37.3%	45.4%	45.7%	42.6%	43.9%	38.5%
3=Neutral	26.4%	25.7%	23.6%	26.8%	27.6%	19.5%	29.2%	22.4%	24.2%	20.0%	21.9%	20.6%	26.2%	24.2%
2=Dissatisfied	19.9%	19.2%	20.4%	17.4%	20.7%	19.5%	19.7%	18.4%	20.3%	16.9%	15.8%	15.2%	12.6%	18.2%
1=Very dissatisfied	10.6%	9.3%	18.1%	7.5%	7.8%	10.2%	7.2%	5.4%	7.6%	5.4%	5.7%	9.4%	5.1%	8.2%
9=Don't know	6.9%	3.3%	3.7%	2.6%	1.8%	3.0%	1.6%	3.7%	2.1%	2.7%	2.4%	2.2%	2.8%	3.0%

**Q9. Transportation Ratings. Please rate your satisfaction with the following:**

N=3148

	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q9b Management of traffic flow on County streets</u>														
5=Very satisfied	8.8%	3.7%	0.9%	4.5%	3.7%	4.2%	2.0%	3.7%	3.4%	3.1%	5.3%	4.0%	2.8%	3.8%
4=Satisfied	23.6%	22.9%	21.3%	24.2%	24.0%	21.2%	15.7%	20.4%	25.4%	20.4%	17.8%	24.7%	17.3%	21.3%
3=Neutral	25.5%	24.8%	29.2%	26.8%	27.6%	21.6%	22.6%	25.8%	21.6%	23.8%	22.3%	21.1%	33.2%	24.9%
2=Dissatisfied	22.2%	31.3%	25.9%	25.3%	27.2%	29.7%	35.7%	28.4%	27.1%	34.2%	29.1%	30.5%	25.7%	28.9%
1=Very dissatisfied	14.4%	14.0%	17.1%	15.1%	14.3%	19.9%	22.0%	20.1%	18.6%	15.8%	23.9%	18.4%	17.3%	17.9%
9=Don't know	5.6%	3.3%	5.6%	4.2%	3.2%	3.4%	2.0%	1.7%	3.8%	2.7%	1.6%	1.3%	3.7%	3.1%

**Q9. Transportation Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q9c Traffic signal coordination during peak congestion times</u>														
5=Very satisfied	8.8%	3.3%	2.3%	4.9%	4.6%	5.1%	2.6%	4.3%	4.2%	3.1%	3.6%	6.7%	3.7%	4.4%
4=Satisfied	19.4%	26.6%	25.5%	20.0%	21.7%	19.9%	15.4%	21.4%	30.9%	25.0%	22.3%	23.3%	17.3%	22.0%
3=Neutral	24.5%	25.7%	27.8%	30.9%	28.6%	22.5%	29.8%	24.7%	17.8%	21.2%	21.5%	26.0%	30.4%	25.5%
2=Dissatisfied	25.9%	22.9%	23.1%	26.4%	24.4%	30.5%	30.2%	29.8%	22.9%	28.5%	28.7%	23.3%	27.1%	26.7%
1=Very dissatisfied	12.5%	16.8%	14.4%	12.8%	17.1%	19.1%	19.0%	17.4%	20.8%	18.8%	20.2%	17.5%	15.9%	17.2%
9=Don't know	8.8%	4.7%	6.9%	4.9%	3.7%	3.0%	3.0%	2.3%	3.4%	3.5%	3.6%	3.1%	5.6%	4.2%

**Q9. Transportation Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q9d Quality of public transit system</u>														
5=Very satisfied	8.3%	4.7%	4.6%	4.5%	6.0%	6.8%	1.3%	3.7%	8.1%	3.1%	4.5%	6.7%	4.7%	5.0%
4=Satisfied	17.1%	32.7%	19.9%	16.2%	23.0%	16.5%	14.8%	18.1%	22.9%	18.1%	16.2%	16.1%	15.0%	18.7%
3=Neutral	29.2%	21.5%	27.8%	17.0%	18.9%	25.4%	24.3%	22.1%	25.4%	25.0%	23.1%	20.2%	28.5%	23.6%
2=Dissatisfied	9.3%	11.2%	14.4%	13.6%	17.5%	17.4%	17.7%	19.4%	10.2%	14.2%	19.8%	15.2%	11.7%	15.0%
1=Very dissatisfied	8.3%	7.5%	13.0%	13.2%	18.9%	16.5%	19.0%	12.7%	11.9%	13.8%	17.8%	18.8%	10.7%	14.2%
9=Don't know	27.8%	22.4%	20.4%	35.5%	15.7%	17.4%	23.0%	24.1%	21.6%	25.8%	18.6%	22.9%	29.4%	23.5%



**Q9. Transportation Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q9e Ease of finding out which trains &amp; buses to take</u>														
5=Very satisfied	11.1%	7.9%	6.0%	5.7%	9.2%	5.5%	1.6%	4.3%	9.7%	4.6%	4.5%	5.4%	3.3%	5.9%
4=Satisfied	19.9%	30.8%	24.1%	15.5%	18.9%	22.0%	16.7%	18.4%	21.2%	20.8%	15.4%	16.1%	14.0%	19.3%
3=Neutral	26.9%	23.4%	25.0%	20.8%	29.5%	26.3%	24.9%	25.4%	25.0%	30.8%	28.3%	27.8%	28.5%	26.3%
2=Dissatisfied	5.1%	9.3%	12.5%	17.0%	14.3%	13.1%	16.7%	16.1%	10.2%	11.5%	17.8%	12.1%	10.7%	13.1%
1=Very dissatisfied	6.9%	4.7%	9.3%	7.5%	10.6%	11.9%	14.4%	9.0%	8.9%	7.3%	10.5%	14.8%	9.8%	9.8%
9=Don't know	30.1%	23.8%	23.1%	33.6%	17.5%	21.2%	25.6%	26.8%	25.0%	25.0%	23.5%	23.8%	33.6%	25.7%

**Q9. Transportation Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q9f Availability of sidewalks for pedestrians</u>														
5=Very satisfied	11.1%	5.6%	3.7%	9.4%	8.8%	8.1%	2.3%	6.4%	9.3%	9.2%	7.7%	7.2%	5.1%	7.1%
4=Satisfied	36.1%	40.2%	25.9%	31.7%	37.3%	38.1%	29.8%	28.1%	37.3%	41.9%	41.7%	35.4%	37.9%	35.3%
3=Neutral	26.4%	24.3%	28.7%	23.8%	25.8%	24.2%	25.9%	29.4%	25.0%	26.2%	25.1%	23.3%	26.6%	25.8%
2=Dissatisfied	7.4%	12.1%	22.7%	18.5%	11.5%	12.3%	17.7%	19.7%	13.6%	11.9%	14.6%	18.4%	14.0%	15.2%
1=Very dissatisfied	6.9%	9.8%	13.0%	9.1%	12.4%	13.6%	18.0%	8.4%	8.1%	4.6%	6.5%	10.3%	7.9%	10.0%
9=Don't know	12.0%	7.9%	6.0%	7.5%	4.1%	3.8%	6.2%	8.0%	6.8%	6.2%	4.5%	5.4%	8.4%	6.7%

**Q9. Transportation Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q9g Miami International Airport services</u>														
5=Very satisfied	9.3%	7.0%	6.9%	7.9%	10.1%	10.2%	3.0%	6.4%	9.7%	7.7%	7.7%	9.0%	6.5%	7.7%
4=Satisfied	28.7%	32.2%	33.8%	31.3%	34.6%	39.8%	36.1%	35.8%	34.7%	44.2%	42.1%	46.2%	31.8%	36.4%
3=Neutral	25.9%	26.2%	26.4%	28.3%	24.0%	27.1%	26.2%	25.8%	27.1%	25.4%	27.5%	20.2%	33.2%	26.4%
2=Dissatisfied	7.9%	8.4%	10.2%	12.5%	10.1%	5.1%	13.8%	16.1%	8.5%	9.6%	10.1%	9.4%	8.4%	10.3%
1=Very dissatisfied	5.6%	7.0%	8.3%	7.9%	8.8%	8.1%	13.4%	9.4%	6.8%	4.6%	5.3%	5.4%	4.7%	7.5%
9=Don't know	22.7%	19.2%	14.4%	12.1%	12.4%	9.7%	7.5%	6.7%	13.1%	8.5%	7.3%	9.9%	15.4%	11.8%

**Q9. Transportation Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q9h Miami Seaport services</u>														
5=Very satisfied	8.8%	3.3%	5.1%	10.2%	8.8%	6.8%	3.6%	5.0%	9.3%	5.4%	8.1%	10.3%	6.1%	6.9%
4=Satisfied	20.4%	22.4%	26.4%	25.7%	28.1%	26.7%	24.9%	29.1%	25.8%	37.7%	27.9%	29.6%	24.8%	27.0%
3=Neutral	28.7%	24.3%	30.1%	24.2%	25.3%	26.3%	23.9%	25.8%	29.7%	27.3%	30.0%	22.9%	28.5%	26.6%
2=Dissatisfied	1.4%	7.5%	1.4%	4.2%	2.3%	2.1%	2.3%	3.7%	2.1%	4.2%	4.9%	1.8%	2.3%	3.1%
1=Very dissatisfied	2.8%	2.3%	2.8%	1.9%	3.7%	2.5%	2.3%	2.0%	1.7%	1.5%	1.2%	2.2%	1.4%	2.2%
9=Don't know	38.0%	40.2%	34.3%	34.0%	31.8%	35.6%	43.0%	34.4%	31.4%	23.8%	27.9%	33.2%	36.9%	34.2%

**EXCLUDING DON'T KNOWS**

**Q9. Transportation Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q9a Maintenance of County streets</u>														
5=Very satisfied	5.5%	4.8%	5.3%	10.1%	7.0%	9.2%	7.3%	9.0%	8.7%	9.9%	8.7%	10.1%	9.6%	8.2%
4=Satisfied	33.3%	39.1%	30.3%	36.8%	35.7%	40.2%	35.7%	43.1%	38.1%	46.6%	46.9%	43.6%	45.2%	39.7%
3=Neutral	28.4%	26.6%	24.5%	27.5%	28.2%	20.1%	29.7%	23.3%	24.7%	20.6%	22.4%	21.1%	26.9%	24.9%
2=Dissatisfied	21.4%	19.8%	21.2%	17.8%	21.1%	20.1%	20.0%	19.1%	20.8%	17.4%	16.2%	15.6%	13.0%	18.7%
1=Very dissatisfied	11.4%	9.7%	18.8%	7.8%	8.0%	10.5%	7.3%	5.6%	7.8%	5.5%	5.8%	9.6%	5.3%	8.5%

**EXCLUDING DON'T KNOWS**

**Q9. Transportation Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q9b Management of traffic flow on County streets</u>														
5=Very satisfied	9.3%	3.9%	1.0%	4.7%	3.8%	4.4%	2.0%	3.7%	3.5%	3.2%	5.3%	4.1%	2.9%	3.9%
4=Satisfied	25.0%	23.7%	22.5%	25.2%	24.8%	21.9%	16.1%	20.7%	26.4%	20.9%	18.1%	25.0%	18.0%	22.0%
3=Neutral	27.0%	25.6%	30.9%	28.0%	28.6%	22.4%	23.1%	26.2%	22.5%	24.5%	22.6%	21.4%	34.5%	25.7%
2=Dissatisfied	23.5%	32.4%	27.5%	26.4%	28.1%	30.7%	36.5%	28.9%	28.2%	35.2%	29.6%	30.9%	26.7%	29.8%
1=Very dissatisfied	15.2%	14.5%	18.1%	15.7%	14.8%	20.6%	22.4%	20.4%	19.4%	16.2%	24.3%	18.6%	18.0%	18.5%

**EXCLUDING DON'T KNOWS**

**Q9. Transportation Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q9c Traffic signal coordination during peak congestion times</u>														
5=Very satisfied	9.6%	3.4%	2.5%	5.2%	4.8%	5.2%	2.7%	4.5%	4.4%	3.2%	3.8%	6.9%	4.0%	4.5%
4=Satisfied	21.3%	27.9%	27.4%	21.0%	22.5%	20.5%	15.9%	21.9%	32.0%	25.9%	23.1%	24.1%	18.3%	23.0%
3=Neutral	26.9%	27.0%	29.9%	32.5%	29.7%	23.1%	30.7%	25.3%	18.4%	21.9%	22.3%	26.9%	32.2%	26.6%
2=Dissatisfied	28.4%	24.0%	24.9%	27.8%	25.4%	31.4%	31.1%	30.5%	23.7%	29.5%	29.8%	24.1%	28.7%	27.9%
1=Very dissatisfied	13.7%	17.6%	15.4%	13.5%	17.7%	19.7%	19.6%	17.8%	21.5%	19.5%	21.0%	18.1%	16.8%	17.9%

**EXCLUDING DON'T KNOWS**

**Q9. Transportation Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q9d Quality of public transit system</u>														
5=Very satisfied	11.5%	6.0%	5.8%	7.0%	7.1%	8.2%	1.7%	4.8%	10.3%	4.1%	5.5%	8.7%	6.6%	6.5%
4=Satisfied	23.7%	42.2%	25.0%	25.1%	27.3%	20.0%	19.1%	23.8%	29.2%	24.4%	19.9%	20.9%	21.2%	24.5%
3=Neutral	40.4%	27.7%	34.9%	26.3%	22.4%	30.8%	31.5%	29.1%	32.4%	33.7%	28.4%	26.2%	40.4%	30.9%
2=Dissatisfied	12.8%	14.5%	18.0%	21.1%	20.8%	21.0%	23.0%	25.6%	13.0%	19.2%	24.4%	19.8%	16.6%	19.6%
1=Very dissatisfied	11.5%	9.6%	16.3%	20.5%	22.4%	20.0%	24.7%	16.7%	15.1%	18.7%	21.9%	24.4%	15.2%	18.5%



**EXCLUDING DON'T KNOWS****Q9. Transportation Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q9e Ease of finding out which trains &amp; buses to take</u>														
5=Very satisfied	15.9%	10.4%	7.8%	8.5%	11.2%	7.0%	2.2%	5.9%	13.0%	6.2%	5.8%	7.1%	4.9%	7.9%
4=Satisfied	28.5%	40.5%	31.3%	23.3%	22.9%	28.0%	22.5%	25.1%	28.2%	27.7%	20.1%	21.2%	21.1%	26.0%
3=Neutral	38.4%	30.7%	32.5%	31.3%	35.8%	33.3%	33.5%	34.7%	33.3%	41.0%	37.0%	36.5%	43.0%	35.3%
2=Dissatisfied	7.3%	12.3%	16.3%	25.6%	17.3%	16.7%	22.5%	21.9%	13.6%	15.4%	23.3%	15.9%	16.2%	17.6%
1=Very dissatisfied	9.9%	6.1%	12.0%	11.4%	12.8%	15.1%	19.4%	12.3%	11.9%	9.7%	13.8%	19.4%	14.8%	13.1%

**EXCLUDING DON'T KNOWS**

**Q9. Transportation Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q9f Availability of sidewalks for pedestrians</u>														
5=Very satisfied	12.6%	6.1%	3.9%	10.2%	9.1%	8.4%	2.4%	6.9%	10.0%	9.8%	8.1%	7.6%	5.6%	7.7%
4=Satisfied	41.1%	43.7%	27.6%	34.3%	38.9%	39.6%	31.8%	30.5%	40.0%	44.7%	43.6%	37.4%	41.3%	37.8%
3=Neutral	30.0%	26.4%	30.5%	25.7%	26.9%	25.1%	27.6%	32.0%	26.8%	27.9%	26.3%	24.6%	29.1%	27.6%
2=Dissatisfied	8.4%	13.2%	24.1%	20.0%	12.0%	12.8%	18.9%	21.5%	14.5%	12.7%	15.3%	19.4%	15.3%	16.2%
1=Very dissatisfied	7.9%	10.7%	13.8%	9.8%	13.0%	14.1%	19.2%	9.1%	8.6%	4.9%	6.8%	10.9%	8.7%	10.7%

**EXCLUDING DON'T KNOWS**

**Q9. Transportation Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q9g Miami International Airport services</u>														
5=Very satisfied	12.0%	8.7%	8.1%	9.0%	11.6%	11.3%	3.2%	6.8%	11.2%	8.4%	8.3%	10.0%	7.7%	8.7%
4=Satisfied	37.1%	39.9%	39.5%	35.6%	39.5%	44.1%	39.0%	38.4%	40.0%	48.3%	45.4%	51.2%	37.6%	41.2%
3=Neutral	33.5%	32.4%	30.8%	32.2%	27.4%	30.0%	28.4%	27.6%	31.2%	27.7%	29.7%	22.4%	39.2%	29.9%
2=Dissatisfied	10.2%	10.4%	11.9%	14.2%	11.6%	5.6%	14.9%	17.2%	9.8%	10.5%	10.9%	10.4%	9.9%	11.6%
1=Very dissatisfied	7.2%	8.7%	9.7%	9.0%	10.0%	8.9%	14.5%	10.0%	7.8%	5.0%	5.7%	6.0%	5.5%	8.5%

**EXCLUDING DON'T KNOWS**

**Q9. Transportation Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q9h Miami Seaport services</u>														
5=Very satisfied	14.2%	5.5%	7.7%	15.4%	12.8%	10.5%	6.3%	7.7%	13.6%	7.1%	11.2%	15.4%	9.6%	10.5%
4=Satisfied	32.8%	37.5%	40.1%	38.9%	41.2%	41.4%	43.7%	44.4%	37.7%	49.5%	38.8%	44.3%	39.3%	41.1%
3=Neutral	46.3%	40.6%	45.8%	36.6%	37.2%	40.8%	42.0%	39.3%	43.2%	35.9%	41.6%	34.2%	45.2%	40.4%
2=Dissatisfied	2.2%	12.5%	2.1%	6.3%	3.4%	3.3%	4.0%	5.6%	3.1%	5.6%	6.7%	2.7%	3.7%	4.7%
1=Very dissatisfied	4.5%	3.9%	4.2%	2.9%	5.4%	3.9%	4.0%	3.1%	2.5%	2.0%	1.7%	3.4%	2.2%	3.3%

**Q10. How frequently do you use mass transit (buses/trains) in Miami-Dade County?**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q10 How frequently do you use mass transit</u>														
1=Almost every day	6.9%	7.9%	11.6%	3.0%	13.8%	5.1%	6.2%	8.4%	7.6%	4.2%	4.0%	3.6%	4.2%	6.6%
2=1-3 times a week	6.5%	5.6%	6.0%	2.6%	7.8%	6.8%	4.3%	3.0%	1.7%	1.5%	2.4%	3.6%	1.4%	4.0%
3=1-3 times a month	4.6%	13.1%	13.0%	7.2%	13.8%	6.8%	9.8%	9.0%	9.7%	6.2%	5.3%	8.1%	4.7%	8.5%
4=Less than once a month	19.9%	23.4%	20.8%	17.4%	20.3%	22.9%	28.9%	35.8%	29.2%	23.5%	28.3%	17.5%	26.6%	24.6%
5=Never	55.6%	47.7%	44.0%	64.5%	38.2%	51.3%	44.9%	39.5%	47.5%	58.8%	55.5%	61.4%	58.4%	51.2%
9=None	6.5%	2.3%	4.6%	5.3%	6.0%	7.2%	5.9%	4.3%	4.2%	5.8%	4.5%	5.8%	4.7%	5.2%

**Q11. Mass Transit Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q11a Bus routes</u>														
5=Very satisfied	7.9%	7.0%	7.9%	4.2%	8.3%	4.2%	2.0%	2.7%	6.8%	2.7%	2.8%	4.0%	4.7%	4.8%
4=Satisfied	17.6%	29.0%	18.6%	11.3%	20.3%	17.8%	9.2%	12.0%	17.8%	11.9%	10.9%	10.8%	10.7%	14.8%
3=Neutral	21.3%	14.5%	19.1%	18.5%	15.2%	20.3%	18.7%	17.4%	17.4%	25.0%	22.3%	18.8%	14.5%	18.8%
2=Dissatisfied	6.9%	6.5%	9.8%	6.8%	14.3%	9.7%	9.8%	13.0%	10.2%	8.8%	16.2%	11.2%	8.9%	10.2%
1=Very dissatisfied	5.1%	4.7%	10.2%	4.5%	10.1%	8.5%	8.2%	5.4%	8.9%	2.7%	10.1%	14.3%	8.9%	7.7%
9=Don't know	41.2%	38.3%	34.4%	54.7%	31.8%	39.4%	52.1%	49.5%	39.0%	48.8%	37.7%	40.8%	52.3%	43.7%

**Q11. Mass Transit Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q11b Frequency of bus service</u>														
5=Very satisfied	5.1%	3.7%	2.8%	2.6%	4.6%	2.5%	0.7%	2.0%	3.8%	1.5%	2.8%	2.7%	3.3%	2.8%
4=Satisfied	14.4%	19.2%	15.7%	7.5%	12.4%	10.6%	5.2%	8.4%	15.3%	10.0%	7.3%	9.4%	8.9%	10.8%
3=Neutral	20.4%	15.9%	24.1%	19.2%	18.0%	21.6%	16.1%	21.4%	20.3%	22.7%	21.9%	17.0%	15.0%	19.5%
2=Dissatisfied	10.2%	13.6%	11.6%	9.4%	19.8%	15.3%	15.7%	11.4%	11.0%	12.3%	17.8%	13.9%	11.2%	13.3%
1=Very dissatisfied	7.4%	8.4%	10.2%	7.2%	13.4%	12.7%	10.8%	4.3%	9.7%	5.8%	11.3%	14.8%	8.9%	9.5%
9=Don't know	42.6%	39.3%	35.6%	54.0%	31.8%	37.3%	51.5%	52.5%	39.8%	47.7%	38.9%	42.2%	52.8%	44.1%

**Q11. Mass Transit Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q11c Reliability of bus service</u>														
5=Very satisfied	5.1%	4.2%	2.8%	3.8%	5.1%	3.4%	1.0%	1.7%	5.5%	1.9%	2.8%	2.7%	4.2%	3.3%
4=Satisfied	15.3%	23.8%	17.1%	10.6%	16.1%	12.7%	7.2%	11.4%	17.8%	10.8%	8.5%	12.6%	8.9%	13.0%
3=Neutral	24.1%	15.4%	25.5%	17.4%	18.0%	23.3%	20.0%	23.4%	21.6%	27.3%	26.3%	19.7%	15.0%	21.4%
2=Dissatisfied	7.9%	9.3%	6.9%	6.8%	16.1%	11.0%	12.1%	7.0%	8.1%	8.5%	14.2%	13.0%	9.8%	10.0%
1=Very dissatisfied	5.6%	7.0%	9.3%	5.3%	11.5%	10.6%	7.5%	2.7%	5.5%	4.2%	8.1%	9.4%	7.0%	7.1%
9=Don't know	42.1%	40.2%	38.4%	56.2%	33.2%	39.0%	52.1%	53.8%	41.5%	47.3%	40.1%	42.6%	55.1%	45.3%



**Q11. Mass Transit Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q11d Feeling of safety at the bus stops</u>														
5=Very satisfied	5.6%	4.2%	1.9%	3.4%	4.6%	4.2%	0.7%	1.7%	5.9%	2.3%	3.6%	4.5%	3.3%	3.4%
4=Satisfied	13.4%	19.2%	13.9%	14.0%	17.5%	19.9%	13.1%	14.0%	14.4%	15.8%	13.0%	16.1%	12.1%	15.0%
3=Neutral	25.9%	19.6%	24.5%	21.9%	26.3%	20.8%	23.6%	23.1%	21.2%	28.5%	29.1%	23.8%	16.8%	23.5%
2=Dissatisfied	8.3%	10.7%	13.0%	3.8%	13.8%	8.9%	6.9%	7.0%	13.1%	3.1%	8.9%	7.2%	7.9%	8.4%
1=Very dissatisfied	4.2%	5.6%	11.1%	2.3%	6.0%	8.1%	5.2%	3.7%	5.5%	3.8%	4.9%	6.3%	7.0%	5.5%
9=Don't know	42.6%	40.7%	35.6%	54.7%	31.8%	38.1%	50.5%	50.5%	39.8%	46.5%	40.5%	42.2%	52.8%	44.1%

**Q11. Mass Transit Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q11e Cleanliness of buses</u>														
5=Very satisfied	8.3%	2.8%	2.8%	2.3%	5.1%	5.5%	1.3%	3.0%	5.9%	3.8%	3.6%	6.3%	4.2%	4.1%
4=Satisfied	18.1%	22.0%	16.7%	13.6%	22.1%	20.8%	13.8%	16.7%	21.2%	19.2%	20.6%	19.3%	15.4%	18.2%
3=Neutral	23.1%	21.0%	25.0%	22.3%	22.6%	21.6%	21.6%	20.4%	21.2%	23.8%	25.1%	22.4%	19.2%	22.2%
2=Dissatisfied	6.0%	9.3%	10.6%	6.0%	12.4%	8.1%	7.5%	4.0%	5.9%	3.8%	4.9%	3.6%	6.1%	6.7%
1=Very dissatisfied	2.3%	4.7%	7.4%	1.1%	4.6%	5.9%	2.3%	1.7%	4.2%	1.2%	3.6%	3.6%	1.4%	3.3%
9=Don't know	42.1%	40.2%	37.5%	54.7%	33.2%	38.1%	53.4%	54.2%	41.5%	48.1%	42.1%	44.8%	53.7%	45.5%

**Q11. Mass Transit Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q11f Cleanliness of bus stops</u>														
5=Very satisfied	6.5%	2.8%	1.4%	2.6%	3.7%	3.0%	1.3%	2.0%	5.1%	2.7%	3.2%	3.6%	4.2%	3.1%
4=Satisfied	13.9%	19.2%	17.1%	15.1%	21.2%	19.9%	12.5%	18.4%	18.2%	17.3%	18.6%	13.9%	12.6%	16.7%
3=Neutral	26.4%	23.8%	19.4%	19.2%	20.3%	22.9%	18.0%	22.7%	23.7%	26.9%	28.7%	26.0%	20.1%	22.9%
2=Dissatisfied	7.4%	7.5%	15.7%	6.8%	14.7%	11.0%	13.4%	4.3%	7.2%	5.4%	4.9%	7.6%	9.3%	8.8%
1=Very dissatisfied	5.6%	7.5%	13.4%	2.6%	7.4%	6.8%	4.6%	2.0%	5.1%	2.7%	4.5%	6.3%	2.3%	5.2%
9=Don't know	40.3%	39.3%	32.9%	53.6%	32.7%	36.4%	50.2%	50.5%	40.7%	45.0%	40.1%	42.6%	51.4%	43.3%

**Q11. Mass Transit Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q11g Courtesy of bus drivers</u>														
5=Very satisfied	8.3%	7.0%	4.6%	5.7%	8.3%	7.6%	2.6%	4.3%	8.9%	3.8%	5.3%	4.5%	7.0%	5.8%
4=Satisfied	17.1%	22.0%	20.4%	12.1%	19.4%	20.3%	16.1%	19.4%	23.3%	16.2%	19.0%	16.1%	12.1%	17.9%
3=Neutral	24.5%	22.0%	23.6%	19.2%	20.7%	22.9%	18.4%	18.7%	19.9%	25.8%	24.3%	25.6%	19.2%	21.8%
2=Dissatisfied	4.6%	6.5%	5.6%	5.3%	7.8%	5.9%	6.6%	3.0%	3.4%	4.2%	4.5%	3.1%	3.7%	4.9%
1=Very dissatisfied	2.8%	0.9%	8.3%	1.5%	9.2%	5.5%	3.0%	1.0%	3.4%	2.3%	3.2%	5.4%	3.7%	3.7%
9=Don't know	42.6%	41.6%	37.5%	56.2%	34.6%	37.7%	53.4%	53.5%	41.1%	47.7%	43.7%	45.3%	54.2%	45.9%

**Q11. Mass Transit Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q11h Frequency of train service</u>														
5=Very satisfied	6.9%	10.7%	5.6%	4.5%	6.9%	5.5%	4.9%	7.7%	11.0%	3.8%	8.9%	4.5%	6.5%	6.7%
4=Satisfied	16.2%	18.2%	25.0%	10.6%	18.9%	24.2%	31.1%	31.8%	29.2%	27.3%	21.9%	21.5%	17.3%	23.0%
3=Neutral	20.8%	15.9%	22.2%	12.8%	18.9%	20.3%	17.0%	22.7%	19.1%	21.5%	20.6%	20.6%	15.4%	19.1%
2=Dissatisfied	2.3%	2.3%	2.8%	1.5%	8.8%	5.1%	5.6%	5.4%	3.0%	3.1%	4.9%	1.8%	4.2%	3.9%
1=Very dissatisfied	1.4%	0.0%	3.7%	2.6%	5.1%	1.7%	2.3%	1.7%	2.5%	1.2%	2.0%	5.8%	3.3%	2.5%
9=Don't know	52.3%	52.8%	40.7%	67.9%	41.5%	43.2%	39.0%	30.8%	35.2%	43.1%	41.7%	45.7%	53.3%	44.8%

**Q11. Mass Transit Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q11i Reliability of train service</u>														
5=Very satisfied	8.8%	9.3%	5.1%	4.5%	6.9%	5.5%	4.9%	8.7%	11.9%	4.2%	8.1%	4.9%	7.5%	6.9%
4=Satisfied	13.0%	20.1%	25.0%	8.7%	22.1%	26.3%	31.5%	36.8%	32.6%	29.2%	23.1%	21.5%	19.2%	24.2%
3=Neutral	21.8%	15.4%	22.2%	12.5%	20.3%	17.4%	19.3%	19.7%	16.5%	20.0%	21.1%	21.5%	16.4%	18.7%
2=Dissatisfied	3.2%	1.9%	2.8%	2.6%	4.6%	5.1%	4.6%	3.7%	1.3%	2.7%	2.4%	0.9%	3.3%	3.0%
1=Very dissatisfied	1.9%	0.0%	2.3%	1.9%	3.7%	2.1%	1.3%	1.0%	2.1%	0.4%	3.2%	4.5%	3.7%	2.1%
9=Don't know	51.4%	53.3%	42.6%	69.8%	42.4%	43.6%	38.4%	30.1%	35.6%	43.5%	42.1%	46.6%	50.0%	45.0%

**Q11. Mass Transit Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q11j Feeling of safety at the train stops</u>														
5=Very satisfied	6.0%	7.9%	4.6%	3.0%	6.5%	5.9%	3.6%	6.4%	9.3%	3.8%	3.6%	4.9%	4.2%	5.3%
4=Satisfied	12.5%	12.6%	17.1%	8.3%	16.1%	16.9%	23.9%	32.8%	21.6%	21.9%	19.0%	17.5%	16.8%	18.7%
3=Neutral	21.8%	18.7%	21.8%	12.8%	19.4%	16.1%	23.0%	18.1%	21.2%	22.7%	26.3%	21.5%	16.4%	20.0%
2=Dissatisfied	4.6%	6.1%	7.9%	5.3%	12.4%	14.4%	7.9%	12.0%	10.2%	5.4%	6.1%	4.5%	8.9%	8.2%
1=Very dissatisfied	3.2%	3.3%	6.9%	1.5%	5.5%	4.2%	4.3%	1.3%	2.5%	2.7%	3.2%	5.4%	4.2%	3.6%
9=Don't know	51.9%	51.4%	41.7%	69.1%	40.1%	42.4%	37.4%	29.4%	35.2%	43.5%	41.7%	46.2%	49.5%	44.2%

**Q11. Mass Transit Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q11k Cleanliness of trains</u>														
5=Very satisfied	7.4%	7.9%	3.2%	3.0%	4.6%	4.2%	3.9%	5.0%	6.8%	4.2%	3.2%	4.5%	4.2%	4.7%
4=Satisfied	12.5%	13.1%	19.4%	6.8%	18.4%	20.3%	23.6%	29.4%	25.0%	22.3%	21.9%	15.2%	16.4%	19.2%
3=Neutral	21.3%	18.7%	23.1%	15.5%	25.3%	19.1%	22.6%	22.7%	22.5%	23.5%	21.5%	24.7%	20.1%	21.6%
2=Dissatisfied	3.7%	5.1%	5.1%	4.2%	6.0%	11.4%	8.2%	11.4%	9.3%	6.2%	8.1%	3.6%	7.5%	7.1%
1=Very dissatisfied	3.7%	3.3%	6.0%	1.1%	4.6%	2.5%	3.0%	2.3%	1.7%	1.5%	4.0%	5.4%	1.9%	3.1%
9=Don't know	51.4%	51.9%	43.1%	69.4%	41.0%	42.4%	38.7%	29.1%	34.7%	42.3%	41.3%	46.6%	50.0%	44.4%



**Q11. Mass Transit Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q11I Cleanliness of train stops</u>														
5=Very satisfied	7.4%	7.9%	3.2%	2.3%	6.5%	5.1%	4.6%	6.7%	7.6%	4.2%	5.7%	4.0%	4.7%	5.3%
4=Satisfied	13.9%	12.6%	17.6%	8.7%	18.4%	18.6%	27.5%	33.1%	25.0%	22.3%	21.5%	18.4%	18.7%	20.2%
3=Neutral	20.8%	19.2%	26.9%	17.0%	23.0%	21.2%	21.3%	22.7%	21.6%	25.0%	23.1%	22.9%	20.1%	21.9%
2=Dissatisfied	4.2%	4.7%	5.6%	2.3%	7.4%	8.5%	6.6%	5.7%	7.6%	4.2%	6.5%	4.0%	4.7%	5.5%
1=Very dissatisfied	3.2%	3.7%	4.6%	0.8%	3.7%	4.2%	2.3%	2.7%	3.0%	1.5%	1.6%	4.5%	1.9%	2.8%
9=Don't know	50.5%	51.9%	42.1%	69.1%	41.0%	42.4%	37.7%	29.1%	35.2%	42.7%	41.7%	46.2%	50.0%	44.2%

**Q11. Mass Transit Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q11m Ease of access to train stops</u>														
5=Very satisfied	7.4%	7.9%	6.9%	2.6%	5.5%	5.5%	2.6%	6.0%	8.5%	4.6%	6.5%	5.8%	5.1%	5.7%
4=Satisfied	12.0%	16.8%	17.1%	7.5%	20.3%	18.6%	26.9%	30.8%	26.7%	22.7%	19.0%	17.0%	17.8%	19.9%
3=Neutral	20.8%	16.4%	20.4%	15.5%	19.4%	18.6%	18.0%	23.7%	19.5%	20.8%	22.3%	22.9%	16.4%	19.6%
2=Dissatisfied	4.6%	5.1%	5.1%	3.8%	9.7%	8.1%	9.5%	7.0%	5.1%	6.5%	6.5%	2.7%	8.9%	6.4%
1=Very dissatisfied	4.6%	2.3%	9.7%	3.4%	4.6%	5.9%	5.2%	4.0%	4.7%	3.1%	4.0%	6.3%	1.9%	4.6%
9=Don't know	50.5%	51.4%	40.7%	67.2%	40.6%	43.2%	37.7%	28.4%	35.6%	42.3%	41.7%	45.3%	50.0%	43.8%

**EXCLUDING DON'T KNOWS**

**Q11. Mass Transit Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q11a Bus routes</u>														
5=Very satisfied	13.4%	11.4%	12.1%	9.2%	12.2%	7.0%	4.1%	5.3%	11.1%	5.3%	4.5%	6.8%	9.8%	8.5%
4=Satisfied	29.9%	47.0%	28.4%	25.0%	29.7%	29.4%	19.2%	23.8%	29.2%	23.3%	17.5%	18.2%	22.5%	26.3%
3=Neutral	36.2%	23.5%	29.1%	40.8%	22.3%	33.6%	39.0%	34.4%	28.5%	48.9%	35.7%	31.8%	30.4%	33.3%
2=Dissatisfied	11.8%	10.6%	14.9%	15.0%	20.9%	16.1%	20.5%	25.8%	16.7%	17.3%	26.0%	18.9%	18.6%	18.2%
1=Very dissatisfied	8.7%	7.6%	15.6%	10.0%	14.9%	14.0%	17.1%	10.6%	14.6%	5.3%	16.2%	24.2%	18.6%	13.6%

**EXCLUDING DON'T KNOWS****Q11. Mass Transit Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q11b Frequency of bus service</u>														
5=Very satisfied	8.9%	6.2%	4.3%	5.7%	6.8%	4.1%	1.4%	4.2%	6.3%	2.9%	4.6%	4.7%	6.9%	5.1%
4=Satisfied	25.0%	31.5%	24.5%	16.4%	18.2%	16.9%	10.8%	17.6%	25.4%	19.1%	11.9%	16.3%	18.8%	19.3%
3=Neutral	35.5%	26.2%	37.4%	41.8%	26.4%	34.5%	33.1%	45.1%	33.8%	43.4%	35.8%	29.5%	31.7%	34.9%
2=Dissatisfied	17.7%	22.3%	18.0%	20.5%	29.1%	24.3%	32.4%	23.9%	18.3%	23.5%	29.1%	24.0%	23.8%	23.8%
1=Very dissatisfied	12.9%	13.8%	15.8%	15.6%	19.6%	20.3%	22.3%	9.2%	16.2%	11.0%	18.5%	25.6%	18.8%	16.9%

**EXCLUDING DON'T KNOWS****Q11. Mass Transit Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q11c Reliability of bus service</u>														
5=Very satisfied	8.8%	7.0%	4.5%	8.6%	7.6%	5.6%	2.1%	3.6%	9.4%	3.6%	4.7%	4.7%	9.4%	6.0%
4=Satisfied	26.4%	39.8%	27.8%	24.1%	24.1%	20.8%	15.1%	24.6%	30.4%	20.4%	14.2%	21.9%	19.8%	23.7%
3=Neutral	41.6%	25.8%	41.4%	39.7%	26.9%	38.2%	41.8%	50.7%	37.0%	51.8%	43.9%	34.4%	33.3%	39.1%
2=Dissatisfied	13.6%	15.6%	11.3%	15.5%	24.1%	18.1%	25.3%	15.2%	13.8%	16.1%	23.6%	22.7%	21.9%	18.3%
1=Very dissatisfied	9.6%	11.7%	15.0%	12.1%	17.2%	17.4%	15.8%	5.8%	9.4%	8.0%	13.5%	16.4%	15.6%	12.9%

**EXCLUDING DON'T KNOWS**

**Q11. Mass Transit Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q11d Feeling of safety at the bus stops</u>														
5=Very satisfied	9.7%	7.1%	2.9%	7.5%	6.8%	6.8%	1.3%	3.4%	9.9%	4.3%	6.1%	7.8%	6.9%	6.1%
4=Satisfied	23.4%	32.3%	21.6%	30.8%	25.7%	32.2%	26.5%	28.4%	23.9%	29.5%	21.8%	27.9%	25.7%	26.9%
3=Neutral	45.2%	33.1%	38.1%	48.3%	38.5%	33.6%	47.7%	46.6%	35.2%	53.2%	49.0%	41.1%	35.6%	42.1%
2=Dissatisfied	14.5%	18.1%	20.1%	8.3%	20.3%	14.4%	13.9%	14.2%	21.8%	5.8%	15.0%	12.4%	16.8%	15.1%
1=Very dissatisfied	7.3%	9.4%	17.3%	5.0%	8.8%	13.0%	10.6%	7.4%	9.2%	7.2%	8.2%	10.9%	14.9%	9.9%

**EXCLUDING DON'T KNOWS**

**Q11. Mass Transit Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q11e Cleanliness of buses</u>														
5=Very satisfied	14.4%	4.7%	4.4%	5.0%	7.6%	8.9%	2.8%	6.6%	10.1%	7.4%	6.3%	11.4%	9.1%	7.5%
4=Satisfied	31.2%	36.7%	26.7%	30.0%	33.1%	33.6%	29.6%	36.5%	36.2%	37.0%	35.7%	35.0%	33.3%	33.4%
3=Neutral	40.0%	35.2%	40.0%	49.2%	33.8%	34.9%	46.5%	44.5%	36.2%	45.9%	43.4%	40.7%	41.4%	40.8%
2=Dissatisfied	10.4%	15.6%	17.0%	13.3%	18.6%	13.0%	16.2%	8.8%	10.1%	7.4%	8.4%	6.5%	13.1%	12.2%
1=Very dissatisfied	4.0%	7.8%	11.9%	2.5%	6.9%	9.6%	4.9%	3.6%	7.2%	2.2%	6.3%	6.5%	3.0%	6.0%

**EXCLUDING DON'T KNOWS**

**Q11. Mass Transit Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q11f Cleanliness of bus stops</u>														
5=Very satisfied	10.9%	4.6%	2.1%	5.7%	5.5%	4.7%	2.6%	4.1%	8.6%	4.9%	5.4%	6.3%	8.7%	5.5%
4=Satisfied	23.3%	31.5%	25.5%	32.5%	31.5%	31.3%	25.0%	37.2%	30.7%	31.5%	31.1%	24.2%	26.0%	29.5%
3=Neutral	44.2%	39.2%	29.0%	41.5%	30.1%	36.0%	36.2%	45.9%	40.0%	49.0%	48.0%	45.3%	41.3%	40.3%
2=Dissatisfied	12.4%	12.3%	23.4%	14.6%	21.9%	17.3%	27.0%	8.8%	12.1%	9.8%	8.1%	13.3%	19.2%	15.5%
1=Very dissatisfied	9.3%	12.3%	20.0%	5.7%	11.0%	10.7%	9.2%	4.1%	8.6%	4.9%	7.4%	10.9%	4.8%	9.2%



**EXCLUDING DON'T KNOWS**

**Q11. Mass Transit Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q11g Courtesy of bus drivers</u>														
5=Very satisfied	14.5%	12.0%	7.4%	12.9%	12.7%	12.2%	5.6%	9.4%	15.1%	7.4%	9.4%	8.2%	15.3%	10.8%
4=Satisfied	29.8%	37.6%	32.6%	27.6%	29.6%	32.7%	34.5%	41.7%	39.6%	30.9%	33.8%	29.5%	26.5%	33.0%
3=Neutral	42.7%	37.6%	37.8%	44.0%	31.7%	36.7%	39.4%	40.3%	33.8%	49.3%	43.2%	46.7%	41.8%	40.2%
2=Dissatisfied	8.1%	11.2%	8.9%	12.1%	12.0%	9.5%	14.1%	6.5%	5.8%	8.1%	7.9%	5.7%	8.2%	9.1%
1=Very dissatisfied	4.8%	1.6%	13.3%	3.4%	14.1%	8.8%	6.3%	2.2%	5.8%	4.4%	5.8%	9.8%	8.2%	6.9%

**EXCLUDING DON'T KNOWS****Q11. Mass Transit Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q11h Frequency of train service</u>														
5=Very satisfied	14.6%	22.8%	9.4%	14.1%	11.8%	9.7%	8.1%	11.1%	17.0%	6.8%	15.3%	8.3%	14.0%	12.1%
4=Satisfied	34.0%	38.6%	42.2%	32.9%	32.3%	42.5%	51.1%	45.9%	45.1%	48.0%	37.5%	39.7%	37.0%	41.6%
3=Neutral	43.7%	33.7%	37.5%	40.0%	32.3%	35.8%	28.0%	32.9%	29.4%	37.8%	35.4%	38.0%	33.0%	34.6%
2=Dissatisfied	4.9%	5.0%	4.7%	4.7%	15.0%	9.0%	9.1%	7.7%	4.6%	5.4%	8.3%	3.3%	9.0%	7.1%
1=Very dissatisfied	2.9%	0.0%	6.3%	8.2%	8.7%	3.0%	3.8%	2.4%	3.9%	2.0%	3.5%	10.7%	7.0%	4.5%

**EXCLUDING DON'T KNOWS**

**Q11. Mass Transit Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q11i Reliability of train service</u>														
5=Very satisfied	18.1%	20.0%	8.9%	15.0%	12.0%	9.8%	8.0%	12.4%	18.4%	7.5%	14.0%	9.2%	15.0%	12.5%
4=Satisfied	26.7%	43.0%	43.5%	28.8%	38.4%	46.6%	51.1%	52.6%	50.7%	51.7%	39.9%	40.3%	38.3%	44.1%
3=Neutral	44.8%	33.0%	38.7%	41.3%	35.2%	30.8%	31.4%	28.2%	25.7%	35.4%	36.4%	40.3%	32.7%	34.1%
2=Dissatisfied	6.7%	4.0%	4.8%	8.8%	8.0%	9.0%	7.4%	5.3%	2.0%	4.8%	4.2%	1.7%	6.5%	5.5%
1=Very dissatisfied	3.8%	0.0%	4.0%	6.3%	6.4%	3.8%	2.1%	1.4%	3.3%	0.7%	5.6%	8.4%	7.5%	3.8%

**EXCLUDING DON'T KNOWS**

**Q11. Mass Transit Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q11j Feeling of safety at the train stops</u>														
5=Very satisfied	12.5%	16.3%	7.9%	9.8%	10.8%	10.3%	5.8%	9.0%	14.4%	6.8%	6.3%	9.2%	8.3%	9.5%
4=Satisfied	26.0%	26.0%	29.4%	26.8%	26.9%	29.4%	38.2%	46.4%	33.3%	38.8%	32.6%	32.5%	33.3%	33.5%
3=Neutral	45.2%	38.5%	37.3%	41.5%	32.3%	27.9%	36.6%	25.6%	32.7%	40.1%	45.1%	40.0%	32.4%	35.8%
2=Dissatisfied	9.6%	12.5%	13.5%	17.1%	20.8%	25.0%	12.6%	17.1%	15.7%	9.5%	10.4%	8.3%	17.6%	14.6%
1=Very dissatisfied	6.7%	6.7%	11.9%	4.9%	9.2%	7.4%	6.8%	1.9%	3.9%	4.8%	5.6%	10.0%	8.3%	6.5%

**EXCLUDING DON'T KNOWS****Q11. Mass Transit Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q11k Cleanliness of trains</u>														
5=Very satisfied	15.2%	16.5%	5.7%	9.9%	7.8%	7.4%	6.4%	7.1%	10.4%	7.3%	5.5%	8.4%	8.4%	8.5%
4=Satisfied	25.7%	27.2%	34.1%	22.2%	31.3%	35.3%	38.5%	41.5%	38.3%	38.7%	37.2%	28.6%	32.7%	34.5%
3=Neutral	43.8%	38.8%	40.7%	50.6%	43.0%	33.1%	36.9%	32.1%	34.4%	40.7%	36.6%	46.2%	40.2%	38.8%
2=Dissatisfied	7.6%	10.7%	8.9%	13.6%	10.2%	19.9%	13.4%	16.0%	14.3%	10.7%	13.8%	6.7%	15.0%	12.7%
1=Very dissatisfied	7.6%	6.8%	10.6%	3.7%	7.8%	4.4%	4.8%	3.3%	2.6%	2.7%	6.9%	10.1%	3.7%	5.5%

**EXCLUDING DON'T KNOWS**

**Q11. Mass Transit Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q111 Cleanliness of train stops</u>														
5=Very satisfied	15.0%	16.5%	5.6%	7.3%	10.9%	8.8%	7.4%	9.4%	11.8%	7.4%	9.7%	7.5%	9.3%	9.6%
4=Satisfied	28.0%	26.2%	30.4%	28.0%	31.3%	32.4%	44.2%	46.7%	38.6%	38.9%	36.8%	34.2%	37.4%	36.2%
3=Neutral	42.1%	39.8%	46.4%	54.9%	39.1%	36.8%	34.2%	32.1%	33.3%	43.6%	39.6%	42.5%	40.2%	39.2%
2=Dissatisfied	8.4%	9.7%	9.6%	7.3%	12.5%	14.7%	10.5%	8.0%	11.8%	7.4%	11.1%	7.5%	9.3%	9.9%
1=Very dissatisfied	6.5%	7.8%	8.0%	2.4%	6.3%	7.4%	3.7%	3.8%	4.6%	2.7%	2.8%	8.3%	3.7%	5.1%

**EXCLUDING DON'T KNOWS****Q11. Mass Transit Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q11m Ease of access to train stops</u>														
5=Very satisfied	15.0%	16.3%	11.7%	8.0%	9.3%	9.7%	4.2%	8.4%	13.2%	8.0%	11.1%	10.7%	10.3%	10.1%
4=Satisfied	24.3%	34.6%	28.9%	23.0%	34.1%	32.8%	43.2%	43.0%	41.4%	39.3%	32.6%	31.1%	35.5%	35.4%
3=Neutral	42.1%	33.7%	34.4%	47.1%	32.6%	32.8%	28.9%	33.2%	30.3%	36.0%	38.2%	41.8%	32.7%	35.0%
2=Dissatisfied	9.3%	10.6%	8.6%	11.5%	16.3%	14.2%	15.3%	9.8%	7.9%	11.3%	11.1%	4.9%	17.8%	11.4%
1=Very dissatisfied	9.3%	4.8%	16.4%	10.3%	7.8%	10.4%	8.4%	5.6%	7.2%	5.3%	6.9%	11.5%	3.7%	8.1%

**Q12. Which TWO of the mass transit services listed above do you think Miami-Dade County needs to improve the MOST?**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q12 1<sup>st</sup> Choice</u>														
A=Bus routes	11.6%	10.7%	9.7%	8.7%	12.0%	13.1%	11.5%	17.4%	13.6%	10.8%	17.8%	20.2%	10.7%	13.0%
B=Frequency of bus service	10.6%	15.9%	10.2%	8.3%	14.3%	14.0%	13.1%	7.4%	7.6%	12.7%	13.0%	13.5%	11.7%	11.6%
C=Reliability of bus service	4.2%	3.3%	3.2%	3.4%	3.7%	3.8%	2.3%	2.0%	2.5%	3.1%	2.0%	2.7%	0.9%	2.8%
D=Feeling of safety at the bus stops	8.3%	10.3%	10.2%	1.1%	3.2%	2.5%	2.3%	6.0%	6.8%	1.2%	3.2%	2.7%	5.6%	4.7%
E=Cleanliness of buses	2.3%	3.3%	0.5%	0.8%	1.4%	0.8%	1.3%	1.0%	0.8%	1.2%	1.2%	0.9%	0.9%	1.2%
F=Cleanliness of bus stops	3.7%	0.5%	1.9%	1.1%	1.4%	3.0%	1.6%	0.3%	0.8%	0.0%	0.0%	0.4%	0.5%	1.1%
G=Courtesy of bus drivers	0.5%	1.9%	2.8%	1.5%	2.3%	2.1%	1.3%	1.7%	1.7%	2.3%	1.2%	1.3%	0.9%	1.7%
H=Frequency of train service	0.9%	2.3%	1.9%	3.0%	6.5%	3.4%	5.2%	3.7%	3.0%	1.5%	2.8%	2.2%	3.7%	3.1%



**Q12. Which TWO of the mass transit services listed above do you think Miami-Dade County needs to improve the MOST?**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q12 1<sup>st</sup> choice (Cont.)</u>														
I=Reliability of train service	0.9%	1.4%	0.0%	0.0%	0.5%	0.0%	1.6%	1.3%	1.3%	1.2%	1.6%	0.0%	0.5%	0.8%
J=Feeling of safety at the train stops	1.9%	1.9%	4.6%	2.3%	4.1%	3.0%	5.6%	6.7%	3.0%	5.4%	4.5%	3.1%	3.7%	3.9%
K=Cleanliness of trains	0.5%	0.9%	1.4%	0.4%	1.4%	0.8%	1.0%	6.0%	3.8%	3.1%	1.2%	0.4%	1.9%	1.8%
L=Cleanliness of train stops	0.9%	0.5%	0.0%	0.0%	0.0%	0.4%	1.3%	0.7%	0.4%	0.4%	0.4%	0.0%	0.5%	0.4%
M=Ease of access to train stops	1.4%	0.5%	4.2%	2.6%	3.2%	2.5%	7.5%	5.7%	3.0%	3.5%	3.6%	1.8%	3.3%	3.5%
Z=None	52.3%	46.7%	49.5%	66.8%	46.1%	50.4%	44.3%	40.1%	51.7%	53.8%	47.4%	50.7%	55.1%	50.2%

**Q12. Which TWO of the mass transit services listed above do you think Miami-Dade County needs to improve the MOST?**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q12 2nd</u>														
A=Bus routes	3.2%	4.7%	3.7%	3.8%	4.6%	4.7%	3.9%	5.4%	1.7%	2.3%	4.5%	4.5%	7.0%	4.1%
B=Frequency of bus service	6.0%	6.1%	6.5%	3.0%	11.1%	5.1%	9.8%	10.0%	8.5%	7.7%	12.6%	10.8%	7.0%	8.1%
C=Reliability of bus service	4.6%	7.5%	5.1%	3.4%	6.0%	5.5%	7.5%	3.7%	4.2%	6.2%	7.3%	2.7%	3.3%	5.2%
D=Feeling of safety at the bus stops	3.7%	5.1%	6.0%	0.8%	5.1%	4.2%	2.6%	2.3%	4.7%	2.3%	4.5%	3.1%	1.9%	3.5%
E=Cleanliness of buses	1.4%	6.1%	1.9%	1.9%	1.8%	0.0%	1.0%	0.7%	1.3%	0.4%	0.8%	0.4%	0.9%	1.4%
F=Cleanliness of bus stops	2.3%	3.3%	1.4%	2.6%	3.7%	0.8%	1.0%	0.7%	1.3%	1.2%	1.2%	1.3%	0.5%	1.6%
G=Courtesy of bus drivers	1.9%	3.3%	2.3%	1.5%	2.3%	2.5%	2.0%	0.7%	0.8%	1.2%	1.6%	0.9%	1.9%	1.7%
H=Frequency of train service	5.6%	2.8%	3.2%	2.6%	6.5%	5.1%	3.0%	5.0%	5.5%	5.0%	2.8%	5.4%	2.3%	4.2%

**Q12. Which TWO of the mass transit services listed above do you think Miami-Dade County needs to improve the MOST?**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q12 2nd (Cont.)</u>														
I=Reliability of train service	1.9%	0.5%	1.9%	2.6%	0.5%	1.3%	2.6%	2.3%	2.5%	1.9%	3.2%	4.0%	1.9%	2.1%
J=Feeling of safety at the train stops	5.6%	5.1%	4.6%	1.5%	2.3%	5.5%	4.3%	8.4%	7.6%	5.0%	4.5%	5.4%	3.3%	4.9%
K=Cleanliness of trains	1.9%	2.8%	0.9%	0.8%	1.4%	2.5%	4.9%	5.0%	2.1%	1.2%	3.2%	3.1%	4.2%	2.7%
L=Cleanliness of train stops	1.9%	1.4%	2.3%	2.3%	0.9%	1.3%	1.3%	3.7%	1.7%	3.8%	0.8%	0.4%	1.4%	1.8%
M=Ease of access to train stops	4.2%	0.9%	4.2%	2.6%	3.7%	5.9%	5.6%	6.0%	3.0%	3.8%	2.8%	1.8%	4.7%	3.9%
Z=None	56.0%	50.5%	56.0%	70.6%	50.2%	55.5%	50.5%	46.2%	55.1%	58.1%	50.2%	56.1%	59.8%	54.9%

**Q12. Which TWO of the mass transit services listed above do you think Miami-Dade County needs to improve the MOST? (both selections)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q12 Sum of Top 2 Choices</u>														
A=Bus routes	14.8%	15.4%	13.4%	12.5%	16.6%	17.8%	15.4%	22.7%	15.3%	13.1%	22.3%	24.7%	17.8%	17.1%
B=Frequency of bus service	16.7%	22.0%	16.7%	11.3%	25.3%	19.1%	23.0%	17.4%	16.1%	20.4%	25.5%	24.2%	18.7%	19.7%
C=Reliability of bus service	8.8%	10.7%	8.3%	6.8%	9.7%	9.3%	9.8%	5.7%	6.8%	9.2%	9.3%	5.4%	4.2%	8.0%
D=Feeling of safety at the bus stops	12.0%	15.4%	16.2%	1.9%	8.3%	6.8%	4.9%	8.4%	11.4%	3.5%	7.7%	5.8%	7.5%	8.2%
E=Cleanliness of buses	3.7%	9.3%	2.3%	2.6%	3.2%	0.8%	2.3%	1.7%	2.1%	1.5%	2.0%	1.3%	1.9%	2.6%
F=Cleanliness of bus stops	6.0%	3.7%	3.2%	3.8%	5.1%	3.8%	2.6%	1.0%	2.1%	1.2%	1.2%	1.8%	0.9%	2.7%
G=Courtesy of bus drivers	2.3%	5.1%	5.1%	3.0%	4.6%	4.7%	3.3%	2.3%	2.5%	3.5%	2.8%	2.2%	2.8%	3.4%
H=Frequency of train service	6.5%	5.1%	5.1%	5.7%	12.9%	8.5%	8.2%	8.7%	8.5%	6.5%	5.7%	7.6%	6.1%	7.3%

**Q12. Which TWO of the mass transit services listed above do you think Miami-Dade County needs to improve the MOST? (both selections)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q12 Sum of Top 2 Choices (Cont.)</u>														
I=Reliability of train service	2.8%	1.9%	1.9%	2.6%	0.9%	1.3%	4.3%	3.7%	3.8%	3.1%	4.9%	4.0%	2.3%	3.0%
J=Feeling of safety at the train stops	7.4%	7.0%	9.3%	3.8%	6.5%	8.5%	9.8%	15.1%	10.6%	10.4%	8.9%	8.5%	7.0%	8.8%
K=Cleanliness of trains	2.3%	3.7%	2.3%	1.1%	2.8%	3.4%	5.9%	11.0%	5.9%	4.2%	4.5%	3.6%	6.1%	4.5%
L=Cleanliness of train stops	2.8%	1.9%	2.3%	2.3%	0.9%	1.7%	2.6%	4.3%	2.1%	4.2%	1.2%	0.4%	1.9%	2.3%
M=Ease of access to train stops	5.6%	1.4%	8.3%	5.3%	6.9%	8.5%	13.1%	11.7%	5.9%	7.3%	6.5%	3.6%	7.9%	7.3%
Z=None	52.3%	46.7%	49.5%	66.8%	46.1%	50.4%	44.3%	40.1%	51.7%	53.8%	47.4%	50.7%	55.1%	50.2%

**Q13. Miami-Dade Health and Human Services Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q13a Availability of services to seniors</u>														
5=Very satisfied	8.3%	6.5%	6.0%	5.7%	9.2%	7.2%	1.3%	3.7%	7.6%	4.2%	7.7%	9.9%	7.0%	6.3%
4=Satisfied	19.4%	25.2%	21.8%	19.2%	23.5%	25.4%	13.1%	12.7%	22.0%	22.7%	19.0%	19.7%	24.9%	20.3%
3=Neutral	21.3%	17.3%	22.2%	17.4%	20.7%	25.8%	18.0%	24.4%	22.9%	29.2%	26.7%	20.6%	18.3%	22.0%
2=Dissatisfied	13.9%	9.3%	9.7%	7.5%	6.9%	7.2%	9.8%	10.0%	10.6%	8.8%	11.7%	8.5%	14.1%	9.8%
1=Very dissatisfied	5.6%	6.1%	7.4%	1.9%	4.1%	3.4%	3.9%	3.0%	3.8%	1.9%	5.7%	2.7%	5.2%	4.1%
9=Don't know	31.5%	35.5%	32.9%	48.3%	35.5%	30.9%	53.8%	46.2%	33.1%	33.1%	29.1%	38.6%	30.5%	37.6%

**Q13. Miami-Dade Health and Human Services Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q13b Availability of services to children</u>														
5=Very satisfied	10.2%	7.0%	6.9%	4.2%	6.5%	6.4%	1.6%	4.0%	8.5%	2.7%	6.5%	8.5%	6.5%	5.9%
4=Satisfied	19.9%	22.4%	20.8%	15.5%	20.7%	27.1%	13.8%	14.0%	21.2%	21.9%	21.5%	24.7%	24.3%	20.2%
3=Neutral	24.5%	23.4%	22.7%	21.5%	19.8%	24.6%	19.7%	23.7%	28.0%	32.3%	32.0%	19.7%	20.6%	24.1%
2=Dissatisfied	12.0%	7.0%	7.9%	8.3%	8.3%	7.6%	9.8%	10.4%	8.9%	7.3%	10.9%	9.0%	9.8%	9.1%
1=Very dissatisfied	7.9%	5.6%	9.7%	2.3%	2.3%	4.7%	4.3%	2.7%	3.8%	1.2%	6.1%	6.3%	5.1%	4.6%
9=Don't know	25.5%	34.6%	31.9%	48.3%	42.4%	29.7%	50.8%	45.2%	29.7%	34.6%	23.1%	31.8%	33.6%	36.1%

**Q13. Miami-Dade Health and Human Services Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q13c Availability of services for persons with disabilities</u>														
5=Very satisfied	8.3%	9.3%	7.4%	5.3%	8.3%	8.9%	2.0%	4.7%	9.7%	5.4%	9.3%	11.7%	6.5%	7.2%
4=Satisfied	17.6%	22.0%	18.1%	18.9%	18.9%	21.6%	15.7%	14.7%	21.6%	24.2%	19.4%	21.5%	26.2%	19.8%
3=Neutral	24.5%	19.2%	21.3%	14.7%	21.2%	26.3%	16.7%	22.4%	22.5%	28.1%	26.3%	19.3%	23.8%	21.9%
2=Dissatisfied	12.0%	7.5%	7.9%	6.0%	7.8%	5.9%	6.9%	7.0%	8.1%	5.8%	8.5%	7.6%	7.9%	7.5%
1=Very dissatisfied	6.0%	7.0%	9.3%	2.3%	4.1%	3.4%	3.0%	4.0%	4.2%	3.1%	4.9%	4.0%	2.3%	4.3%
9=Don't know	31.5%	35.0%	36.1%	52.8%	39.6%	33.9%	55.7%	47.2%	33.9%	33.5%	31.6%	35.9%	33.2%	39.2%



**Q13. Miami-Dade Health and Human Services Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q13d Availability of services to people on a low or fixed income</u>														
5=Very satisfied	6.5%	4.7%	3.2%	4.9%	6.9%	3.4%	0.7%	4.0%	5.9%	2.3%	5.7%	7.2%	5.1%	4.5%
4=Satisfied	14.4%	18.2%	16.7%	8.3%	16.1%	19.9%	7.9%	10.7%	17.8%	15.8%	17.0%	15.2%	21.5%	15.0%
3=Neutral	21.3%	22.4%	19.9%	18.9%	20.3%	25.4%	18.7%	20.7%	22.0%	30.4%	26.7%	22.9%	22.9%	22.5%
2=Dissatisfied	19.0%	13.1%	13.4%	13.2%	12.0%	13.1%	10.8%	13.0%	19.1%	11.5%	15.4%	13.0%	14.5%	13.8%
1=Very dissatisfied	11.6%	12.1%	15.3%	4.5%	7.4%	5.9%	7.2%	6.7%	7.6%	6.2%	8.5%	6.7%	9.3%	8.2%
9=Don't know	27.3%	29.4%	31.5%	50.2%	37.3%	32.2%	54.8%	44.8%	27.5%	33.8%	26.7%	35.0%	26.6%	36.1%

**Q13. Miami-Dade Health and Human Services Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q13e Availability of affordable housing</u>														
5=Very satisfied	4.6%	2.8%	3.2%	3.0%	4.1%	1.7%	0.7%	1.3%	4.7%	1.9%	3.6%	4.0%	4.2%	3.0%
4=Satisfied	6.5%	14.5%	11.6%	4.5%	9.2%	10.6%	5.2%	8.7%	10.2%	8.5%	9.7%	11.2%	14.0%	9.3%
3=Neutral	19.4%	22.9%	22.7%	18.9%	23.5%	22.0%	12.5%	15.1%	22.0%	22.7%	21.5%	20.2%	19.6%	19.9%
2=Dissatisfied	24.1%	20.1%	19.4%	19.2%	20.3%	18.6%	17.7%	20.7%	20.3%	20.8%	21.9%	21.5%	19.6%	20.3%
1=Very dissatisfied	22.7%	15.4%	17.6%	10.9%	18.0%	21.2%	23.6%	19.1%	22.0%	15.0%	21.5%	17.0%	21.5%	18.9%
9=Don't know	22.7%	24.3%	25.5%	43.4%	24.9%	25.8%	40.3%	35.1%	20.8%	31.2%	21.9%	26.0%	21.0%	28.6%

**Q13. Miami-Dade Health and Human Services Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q13f Overall quality of Health and Human Services</u>														
5=Very satisfied	6.0%	3.7%	4.6%	3.8%	4.6%	3.0%	0.7%	2.7%	5.1%	1.9%	4.9%	7.2%	6.5%	4.0%
4=Satisfied	14.8%	21.5%	16.7%	12.5%	19.8%	17.4%	8.5%	13.4%	19.5%	19.6%	19.4%	18.8%	23.4%	17.0%
3=Neutral	31.5%	27.6%	25.5%	22.3%	26.3%	29.7%	25.2%	25.8%	30.9%	32.7%	27.9%	28.7%	25.7%	27.6%
2=Dissatisfied	14.4%	11.7%	15.7%	11.7%	12.0%	14.4%	13.8%	15.4%	13.6%	13.8%	16.6%	10.3%	14.0%	13.7%
1=Very dissatisfied	10.2%	8.4%	7.9%	6.4%	7.8%	9.7%	7.9%	7.7%	8.5%	5.0%	9.3%	7.6%	6.1%	7.8%
9=Don't know	23.1%	27.1%	29.6%	43.4%	29.5%	25.8%	43.9%	35.1%	22.5%	26.9%	21.9%	27.4%	24.3%	29.9%

**Q13. Miami-Dade Health and Human Services Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q13g Ease of finding information regarding Health &amp; Human Services</u>														
5=Very satisfied	6.9%	4.2%	4.6%	4.2%	5.5%	3.0%	1.0%	2.0%	6.4%	3.1%	5.7%	5.8%	5.1%	4.3%
4=Satisfied	17.6%	21.5%	17.1%	13.6%	18.4%	15.7%	9.2%	14.4%	17.4%	21.2%	17.8%	22.0%	24.3%	17.3%
3=Neutral	31.0%	24.8%	24.1%	23.4%	23.0%	28.4%	23.6%	22.4%	32.6%	26.9%	27.5%	27.8%	26.2%	26.1%
2=Dissatisfied	13.4%	11.2%	13.0%	14.3%	10.1%	14.8%	14.4%	16.4%	14.4%	13.5%	16.6%	13.0%	13.6%	13.9%
1=Very dissatisfied	11.1%	10.3%	9.3%	7.2%	12.0%	10.6%	9.2%	9.4%	8.1%	6.2%	10.9%	8.1%	7.5%	9.1%
9=Don't know	19.9%	28.0%	31.9%	37.4%	30.9%	27.5%	42.6%	35.5%	21.2%	29.2%	21.5%	23.3%	23.4%	29.2%

**EXCLUDING DON'T KNOWS**

**Q13. Miami-Dade Health and Human Services Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q13a Availability of services to seniors</u>														
5=Very satisfied	12.2%	10.1%	9.0%	10.9%	14.3%	10.4%	2.8%	6.8%	11.4%	6.3%	10.9%	16.1%	10.1%	10.0%
4=Satisfied	28.4%	39.1%	32.4%	37.2%	36.4%	36.8%	28.4%	23.6%	32.9%	33.9%	26.9%	32.1%	35.8%	32.5%
3=Neutral	31.1%	26.8%	33.1%	33.6%	32.1%	37.4%	39.0%	45.3%	34.2%	43.7%	37.7%	33.6%	26.4%	35.2%
2=Dissatisfied	20.3%	14.5%	14.5%	14.6%	10.7%	10.4%	21.3%	18.6%	15.8%	13.2%	16.6%	13.9%	20.3%	15.7%
1=Very dissatisfied	8.1%	9.4%	11.0%	3.6%	6.4%	4.9%	8.5%	5.6%	5.7%	2.9%	8.0%	4.4%	7.4%	6.6%

**EXCLUDING DON'T KNOWS****Q13. Miami-Dade Health and Human Services Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q13b Availability of services to children</u>														
5=Very satisfied	13.7%	10.7%	10.2%	8.0%	11.2%	9.0%	3.3%	7.3%	12.0%	4.1%	8.4%	12.5%	9.9%	9.2%
4=Satisfied	26.7%	34.3%	30.6%	29.9%	36.0%	38.6%	28.0%	25.6%	30.1%	33.5%	27.9%	36.2%	36.6%	31.7%
3=Neutral	32.9%	35.7%	33.3%	41.6%	34.4%	34.9%	40.0%	43.3%	39.8%	49.4%	41.6%	28.9%	31.0%	37.7%
2=Dissatisfied	16.1%	10.7%	11.6%	16.1%	14.4%	10.8%	20.0%	18.9%	12.7%	11.2%	14.2%	13.2%	14.8%	14.2%
1=Very dissatisfied	10.6%	8.6%	14.3%	4.4%	4.0%	6.6%	8.7%	4.9%	5.4%	1.8%	7.9%	9.2%	7.7%	7.2%

**EXCLUDING DON'T KNOWS**

**Q13. Miami-Dade Health and Human Services Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q13c Availability of services for persons with disabilities</u>														
5=Very satisfied	12.2%	14.4%	11.6%	11.2%	13.7%	13.5%	4.4%	8.9%	14.7%	8.1%	13.6%	18.2%	9.8%	11.9%
4=Satisfied	25.7%	33.8%	28.3%	40.0%	31.3%	32.7%	35.6%	27.8%	32.7%	36.4%	28.4%	33.6%	39.2%	32.6%
3=Neutral	35.8%	29.5%	33.3%	31.2%	35.1%	39.7%	37.8%	42.4%	34.0%	42.2%	38.5%	30.1%	35.7%	36.1%
2=Dissatisfied	17.6%	11.5%	12.3%	12.8%	13.0%	9.0%	15.6%	13.3%	12.2%	8.7%	12.4%	11.9%	11.9%	12.4%
1=Very dissatisfied	8.8%	10.8%	14.5%	4.8%	6.9%	5.1%	6.7%	7.6%	6.4%	4.6%	7.1%	6.3%	3.5%	7.1%

**EXCLUDING DON'T KNOWS**

**Q13. Miami-Dade Health and Human Services Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q13d Availability of services to people on a low or fixed income</u>														
5=Very satisfied	8.9%	6.6%	4.7%	9.8%	11.0%	5.0%	1.4%	7.3%	8.2%	3.5%	7.7%	11.0%	7.0%	7.1%
4=Satisfied	19.7%	25.8%	24.3%	16.7%	25.7%	29.4%	17.4%	19.4%	24.6%	23.8%	23.2%	23.4%	29.3%	23.4%
3=Neutral	29.3%	31.8%	29.1%	37.9%	32.4%	37.5%	41.3%	37.6%	30.4%	45.9%	36.5%	35.2%	31.2%	35.1%
2=Dissatisfied	26.1%	18.5%	19.6%	26.5%	19.1%	19.4%	23.9%	23.6%	26.3%	17.4%	21.0%	20.0%	19.7%	21.6%
1=Very dissatisfied	15.9%	17.2%	22.3%	9.1%	11.8%	8.8%	15.9%	12.1%	10.5%	9.3%	11.6%	10.3%	12.7%	12.8%



**EXCLUDING DON'T KNOWS**

**Q13. Miami-Dade Health and Human Services Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q13e Availability of affordable housing</u>														
5=Very satisfied	6.0%	3.7%	4.3%	5.3%	5.5%	2.3%	1.1%	2.1%	5.9%	2.8%	4.7%	5.5%	5.3%	4.1%
4=Satisfied	8.4%	19.1%	15.5%	8.0%	12.3%	14.3%	8.8%	13.4%	12.8%	12.3%	12.4%	15.2%	17.8%	13.1%
3=Neutral	25.1%	30.2%	30.4%	33.3%	31.3%	29.7%	20.9%	23.2%	27.8%	33.0%	27.5%	27.3%	24.9%	27.9%
2=Dissatisfied	31.1%	26.5%	26.1%	34.0%	27.0%	25.1%	29.7%	32.0%	25.7%	30.2%	28.0%	29.1%	24.9%	28.4%
1=Very dissatisfied	29.3%	20.4%	23.6%	19.3%	23.9%	28.6%	39.6%	29.4%	27.8%	21.8%	27.5%	23.0%	27.2%	26.5%

**EXCLUDING DON'T KNOWS**

**Q13. Miami-Dade Health and Human Services Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q13f Overall quality of Health and Human Services</u>														
5=Very satisfied	7.8%	5.1%	6.6%	6.7%	6.5%	4.0%	1.2%	4.1%	6.6%	2.6%	6.2%	9.9%	8.6%	5.8%
4=Satisfied	19.3%	29.5%	23.7%	22.0%	28.1%	23.4%	15.2%	20.6%	25.1%	26.8%	24.9%	25.9%	30.9%	24.2%
3=Neutral	41.0%	37.8%	36.2%	39.3%	37.3%	40.0%	45.0%	39.7%	39.9%	44.7%	35.8%	39.5%	34.0%	39.3%
2=Dissatisfied	18.7%	16.0%	22.4%	20.7%	17.0%	19.4%	24.6%	23.7%	17.5%	18.9%	21.2%	14.2%	18.5%	19.5%
1=Very dissatisfied	13.3%	11.5%	11.2%	11.3%	11.1%	13.1%	14.0%	11.9%	10.9%	6.8%	11.9%	10.5%	8.0%	11.2%

**EXCLUDING DON'T KNOWS**

**Q13. Miami-Dade Health and Human Services Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q13g Ease of finding information regarding Health &amp; Human Services</u>														
5=Very satisfied	8.7%	5.8%	6.8%	6.6%	8.0%	4.1%	1.7%	3.1%	8.1%	4.3%	7.2%	7.6%	6.7%	6.0%
4=Satisfied	22.0%	29.9%	25.2%	21.7%	26.7%	21.6%	16.0%	22.3%	22.0%	29.9%	22.7%	28.7%	31.7%	24.5%
3=Neutral	38.7%	34.4%	35.4%	37.3%	33.3%	39.2%	41.1%	34.7%	41.4%	38.0%	35.1%	36.3%	34.1%	36.9%
2=Dissatisfied	16.8%	15.6%	19.0%	22.9%	14.7%	20.5%	25.1%	25.4%	18.3%	19.0%	21.1%	17.0%	17.7%	19.6%
1=Very dissatisfied	13.9%	14.3%	13.6%	11.4%	17.3%	14.6%	16.0%	14.5%	10.2%	8.7%	13.9%	10.5%	9.8%	12.9%

**Q14. Miami-Dade County Communications Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q14a The availability of information about County programs &amp; services</u>														
5=Very satisfied	5.6%	5.6%	5.1%	6.0%	5.1%	3.0%	0.7%	2.3%	6.4%	4.2%	7.7%	9.4%	4.7%	4.9%
4=Satisfied	22.7%	20.6%	24.5%	27.9%	31.3%	29.2%	21.6%	22.4%	24.6%	32.7%	24.7%	28.7%	26.6%	25.9%
3=Neutral	29.6%	36.4%	29.6%	29.1%	31.3%	28.4%	39.3%	38.8%	36.4%	33.1%	33.6%	26.9%	35.0%	33.2%
2=Dissatisfied	17.1%	13.6%	17.6%	15.8%	12.0%	13.6%	15.1%	16.1%	17.4%	11.9%	18.2%	16.6%	12.6%	15.2%
1=Very dissatisfied	9.3%	7.9%	6.9%	6.0%	7.4%	6.8%	6.9%	7.0%	9.3%	4.6%	5.3%	5.8%	8.4%	7.0%
9=Don't know	15.7%	15.9%	16.2%	15.1%	12.9%	19.1%	16.4%	13.4%	5.9%	13.5%	10.5%	12.6%	12.6%	13.9%

**Q14. Miami-Dade County Communications Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q14b The overall level of public involvement in County government</u>														
5=Very satisfied	5.1%	3.7%	3.7%	3.4%	4.1%	1.7%	0.7%	1.7%	3.8%	3.1%	4.5%	5.4%	3.3%	3.3%
4=Satisfied	16.2%	14.0%	19.0%	18.9%	19.8%	19.9%	10.8%	15.4%	14.8%	18.1%	21.5%	21.1%	21.5%	17.6%
3=Neutral	33.8%	36.9%	30.1%	33.6%	35.0%	32.2%	38.7%	36.5%	43.2%	43.8%	35.6%	30.9%	37.9%	36.2%
2=Dissatisfied	15.3%	14.5%	20.4%	15.8%	15.7%	15.7%	20.3%	20.4%	15.3%	14.6%	17.8%	14.8%	15.4%	16.8%
1=Very dissatisfied	11.6%	9.8%	8.8%	6.4%	10.1%	9.3%	8.2%	8.7%	11.4%	6.2%	8.1%	8.5%	4.7%	8.5%
9=Don't know	18.1%	21.0%	18.1%	21.9%	15.2%	21.2%	21.3%	17.4%	11.4%	14.2%	12.6%	19.3%	17.3%	17.7%

**Q14. Miami-Dade County Communications Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q14c Information programming on the County Government's cable station</u>														
5=Very satisfied	6.0%	3.3%	6.5%	5.3%	9.2%	2.1%	2.6%	2.3%	5.9%	4.6%	7.7%	9.0%	6.1%	5.3%
4=Satisfied	25.0%	29.0%	22.7%	23.8%	30.9%	24.6%	21.3%	22.1%	25.0%	28.8%	28.3%	26.0%	22.9%	25.3%
3=Neutral	28.2%	32.2%	26.9%	30.9%	28.6%	26.7%	29.5%	33.8%	33.1%	34.2%	31.2%	25.6%	31.8%	30.3%
2=Dissatisfied	7.9%	6.1%	8.3%	7.2%	6.0%	9.3%	6.2%	7.7%	6.8%	5.4%	8.5%	8.5%	6.1%	7.2%
1=Very dissatisfied	5.6%	4.2%	6.0%	3.8%	2.8%	6.4%	3.9%	2.0%	6.8%	1.9%	4.5%	4.9%	3.3%	4.2%
9=Don't know	27.3%	25.2%	29.6%	29.1%	22.6%	30.9%	36.4%	32.1%	22.5%	25.0%	19.8%	26.0%	29.9%	27.7%

**Q14. Miami-Dade County Communications Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q14d The County's website</u>														
5=Very satisfied	10.6%	7.9%	10.2%	12.8%	13.4%	11.0%	7.9%	11.7%	16.5%	11.5%	15.8%	16.1%	10.7%	12.0%
4=Satisfied	24.1%	26.6%	31.5%	27.5%	30.4%	29.7%	37.0%	34.1%	33.1%	36.2%	38.1%	30.5%	33.2%	32.0%
3=Neutral	28.2%	27.6%	19.9%	20.0%	22.1%	27.1%	21.6%	26.1%	22.5%	24.2%	24.7%	19.3%	20.6%	23.4%
2=Dissatisfied	1.4%	3.3%	4.2%	4.5%	1.8%	2.5%	4.3%	4.3%	4.7%	2.3%	4.5%	5.8%	2.8%	3.6%
1=Very dissatisfied	4.2%	3.3%	0.9%	2.3%	1.4%	2.1%	2.0%	1.3%	3.0%	1.2%	1.2%	1.8%	1.4%	2.0%
9=Don't know	31.5%	31.3%	33.3%	32.8%	30.9%	27.5%	27.2%	22.4%	20.3%	24.6%	15.8%	26.5%	31.3%	27.1%

**Q14. Miami-Dade County Communications Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q14e Effectiveness of County communication with the public</u>														
5=Very satisfied	6.0%	3.7%	6.5%	6.0%	6.0%	3.4%	2.3%	3.0%	7.6%	4.6%	7.3%	6.7%	4.2%	5.1%
4=Satisfied	22.2%	22.9%	20.4%	24.2%	28.6%	29.2%	23.6%	23.7%	26.3%	31.5%	30.8%	27.8%	27.6%	26.0%
3=Neutral	35.2%	36.0%	34.7%	37.4%	32.3%	33.9%	41.6%	44.5%	34.3%	36.9%	30.4%	31.8%	36.4%	36.1%
2=Dissatisfied	10.6%	12.1%	13.0%	9.8%	13.8%	14.4%	13.1%	15.4%	10.6%	10.0%	17.4%	14.3%	12.6%	12.9%
1=Very dissatisfied	10.2%	7.0%	7.4%	6.0%	3.2%	7.2%	4.6%	3.0%	8.9%	2.3%	3.6%	4.5%	4.7%	5.5%
9=Don't know	15.7%	18.2%	18.1%	16.6%	16.1%	11.9%	14.8%	10.4%	12.3%	14.6%	10.5%	14.8%	14.5%	14.4%



**EXCLUDING DON'T KNOWS**

**Q14. Miami-Dade County Communications Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q14a The availability of information about County programs &amp; services</u>														
5=Very satisfied	6.6%	6.7%	6.1%	7.1%	5.8%	3.7%	0.8%	2.7%	6.8%	4.9%	8.6%	10.8%	5.3%	5.7%
4=Satisfied	26.9%	24.4%	29.3%	32.9%	36.0%	36.1%	25.9%	25.9%	26.1%	37.8%	27.6%	32.8%	30.5%	30.1%
3=Neutral	35.2%	43.3%	35.4%	34.2%	36.0%	35.1%	47.1%	44.8%	38.7%	38.2%	37.6%	30.8%	40.1%	38.5%
2=Dissatisfied	20.3%	16.1%	21.0%	18.7%	13.8%	16.8%	18.0%	18.5%	18.5%	13.8%	20.4%	19.0%	14.4%	17.7%
1=Very dissatisfied	11.0%	9.4%	8.3%	7.1%	8.5%	8.4%	8.2%	8.1%	9.9%	5.3%	5.9%	6.7%	9.6%	8.1%

**EXCLUDING DON'T KNOWS**

**Q14. Miami-Dade County Communications Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q14b The overall level of public involvement in County government</u>														
5=Very satisfied	6.2%	4.7%	4.5%	4.3%	4.9%	2.2%	0.8%	2.0%	4.3%	3.6%	5.1%	6.7%	4.0%	4.0%
4=Satisfied	19.8%	17.8%	23.2%	24.2%	23.4%	25.3%	13.8%	18.6%	16.7%	21.1%	24.5%	26.1%	26.0%	21.3%
3=Neutral	41.2%	46.7%	36.7%	43.0%	41.3%	40.9%	49.2%	44.1%	48.8%	51.1%	40.7%	38.3%	45.8%	43.9%
2=Dissatisfied	18.6%	18.3%	24.9%	20.3%	18.5%	19.9%	25.8%	24.7%	17.2%	17.0%	20.4%	18.3%	18.6%	20.4%
1=Very dissatisfied	14.1%	12.4%	10.7%	8.2%	12.0%	11.8%	10.4%	10.5%	12.9%	7.2%	9.3%	10.6%	5.6%	10.4%

**EXCLUDING DON'T KNOWS**

**Q14. Miami-Dade County Communications Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q14c Information programming on the County Government's cable station</u>														
5=Very satisfied	8.3%	4.4%	9.2%	7.4%	11.9%	3.1%	4.1%	3.4%	7.7%	6.2%	9.6%	12.1%	8.7%	7.3%
4=Satisfied	34.4%	38.8%	32.2%	33.5%	39.9%	35.6%	33.5%	32.5%	32.2%	38.5%	35.4%	35.2%	32.7%	34.9%
3=Neutral	38.9%	43.1%	38.2%	43.6%	36.9%	38.7%	46.4%	49.8%	42.6%	45.6%	38.9%	34.5%	45.3%	42.0%
2=Dissatisfied	10.8%	8.1%	11.8%	10.1%	7.7%	13.5%	9.8%	11.3%	8.7%	7.2%	10.6%	11.5%	8.7%	10.0%
1=Very dissatisfied	7.6%	5.6%	8.6%	5.3%	3.6%	9.2%	6.2%	3.0%	8.7%	2.6%	5.6%	6.7%	4.7%	5.8%

**EXCLUDING DON'T KNOWS****Q14. Miami-Dade County Communications Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q14d The County's website</u>														
5=Very satisfied	15.5%	11.6%	15.3%	19.1%	19.3%	15.2%	10.8%	15.1%	20.7%	15.3%	18.8%	22.0%	15.6%	16.4%
4=Satisfied	35.1%	38.8%	47.2%	41.0%	44.0%	40.9%	50.9%	44.0%	41.5%	48.0%	45.2%	41.5%	48.3%	43.8%
3=Neutral	41.2%	40.1%	29.9%	29.8%	32.0%	37.4%	29.7%	33.6%	28.2%	32.1%	29.3%	26.2%	29.9%	32.1%
2=Dissatisfied	2.0%	4.8%	6.3%	6.7%	2.7%	3.5%	5.9%	5.6%	5.9%	3.1%	5.3%	7.9%	4.1%	5.0%
1=Very dissatisfied	6.1%	4.8%	1.4%	3.4%	2.0%	2.9%	2.7%	1.7%	3.7%	1.5%	1.4%	2.4%	2.0%	2.7%

**EXCLUDING DON'T KNOWS**

**Q14. Miami-Dade County Communications Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q14e Effectiveness of County communication with the public</u>														
5=Very satisfied	7.1%	4.6%	7.9%	7.2%	7.1%	3.8%	2.7%	3.4%	8.7%	5.4%	8.1%	7.9%	4.9%	5.9%
4=Satisfied	26.4%	28.0%	24.9%	29.0%	34.1%	33.2%	27.7%	26.5%	30.0%	36.9%	34.4%	32.6%	32.2%	30.4%
3=Neutral	41.8%	44.0%	42.4%	44.8%	38.5%	38.5%	48.8%	49.6%	39.1%	43.2%	33.9%	37.4%	42.6%	42.2%
2=Dissatisfied	12.6%	14.9%	15.8%	11.8%	16.5%	16.3%	15.4%	17.2%	12.1%	11.7%	19.5%	16.8%	14.8%	15.1%
1=Very dissatisfied	12.1%	8.6%	9.0%	7.2%	3.8%	8.2%	5.4%	3.4%	10.1%	2.7%	4.1%	5.3%	5.5%	6.4%

**Q15. Where do you currently obtain information about County Government issues, services, and events?**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q15 Where obtain information about County</u>														
01=Civic Association Newsletters/Websites	7.9%	8.9%	12.0%	8.3%	9.2%	7.2%	3.6%	5.7%	5.5%	4.2%	4.0%	7.2%	6.5%	6.8%
02=Community Newspapers	31.9%	30.8%	34.7%	41.1%	31.8%	23.7%	37.0%	33.1%	23.3%	21.9%	24.7%	18.8%	34.6%	30.0%
03=County Answer Center/ 311	11.1%	4.2%	6.5%	5.7%	7.8%	5.5%	6.2%	5.0%	6.4%	8.1%	6.5%	2.2%	4.7%	6.1%
04=County Cable Station, Miami-Dade TV	18.1%	21.0%	27.8%	18.5%	21.7%	14.4%	17.0%	15.1%	23.3%	17.7%	19.0%	18.4%	17.8%	19.0%
05=County Office/Phone Number	10.6%	4.2%	7.4%	6.0%	5.5%	6.4%	5.2%	6.7%	4.2%	7.7%	3.6%	3.6%	4.7%	5.8%
06=County Website	36.1%	28.0%	36.6%	32.5%	40.1%	39.8%	46.9%	52.2%	44.5%	42.3%	51.0%	39.0%	32.2%	40.7%
07=El Nuevo Herald	8.8%	7.0%	11.1%	9.1%	21.2%	25.4%	15.4%	9.4%	9.3%	23.5%	24.3%	22.9%	15.9%	15.6%
08=Local TV/Cable News	56.5%	53.7%	52.3%	54.3%	57.1%	47.0%	54.8%	55.2%	55.9%	56.9%	52.2%	45.7%	54.7%	53.7%

**Q15. Where do you currently obtain information about County Government issues, services, and events?**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
Q15 Where obtain information about County (Cont.)														
09=Radio Station-English	34.7%	26.6%	37.0%	32.1%	20.3%	26.7%	34.4%	34.1%	30.9%	30.8%	27.5%	25.1%	27.1%	30.1%
10=Radio Station-Spanish	11.6%	13.1%	13.4%	10.6%	20.7%	26.3%	17.0%	11.7%	19.1%	27.7%	25.1%	29.1%	27.6%	19.3%
11=The Miami Herald	45.4%	42.1%	53.2%	65.3%	44.2%	39.8%	60.0%	62.5%	39.8%	48.5%	53.0%	31.8%	35.0%	48.7%
99=Other	8.8%	12.1%	10.6%	4.5%	5.5%	6.4%	5.6%	5.7%	3.4%	3.5%	5.3%	4.9%	5.6%	6.2%
00=None chosen	4.6%	3.7%	5.1%	4.9%	5.5%	3.4%	2.6%	2.7%	5.5%	2.3%	3.2%	4.0%	3.7%	3.9%

**Q16. Street Maintenance Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q16a Major streets-Overall smoothness</u>														
5=Very satisfied	7.9%	4.2%	3.2%	10.2%	5.5%	7.2%	7.9%	9.7%	7.2%	7.7%	8.5%	9.0%	5.1%	7.3%
4=Satisfied	35.3%	33.6%	32.9%	40.0%	36.4%	39.8%	42.0%	47.8%	42.4%	50.4%	48.6%	35.9%	45.3%	41.2%
3=Neutral	23.7%	26.6%	20.8%	23.4%	24.9%	19.9%	21.3%	19.7%	21.6%	16.9%	24.3%	25.1%	26.6%	22.5%
2=Dissatisfied	17.2%	21.0%	23.1%	14.7%	21.7%	16.9%	16.7%	17.7%	20.3%	14.6%	12.1%	19.3%	13.6%	17.5%
1=Very dissatisfied	12.1%	11.2%	15.3%	7.9%	6.5%	10.2%	8.2%	4.7%	6.8%	5.8%	4.5%	9.0%	6.5%	8.2%
9=Don't know	3.7%	3.3%	4.6%	3.8%	5.1%	5.9%	3.9%	0.3%	1.7%	4.6%	2.0%	1.8%	2.8%	3.3%



**Q16. Street Maintenance Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	

Q16b Major streets-Overall cleanliness

5=Very satisfied	5.1%	3.3%	4.6%	14.3%	5.5%	8.9%	7.9%	6.4%	5.9%	6.2%	9.3%	9.9%	7.5%	7.4%
4=Satisfied	33.3%	34.1%	24.5%	37.4%	34.6%	42.4%	41.0%	46.8%	38.1%	45.8%	44.1%	39.0%	41.6%	39.1%
3=Neutral	28.2%	23.8%	24.1%	21.5%	22.6%	19.1%	19.7%	24.1%	27.1%	21.5%	25.5%	27.8%	28.0%	23.9%
2=Dissatisfied	12.5%	24.3%	26.9%	16.6%	22.1%	16.5%	19.7%	15.4%	17.8%	18.1%	15.0%	13.9%	14.5%	17.9%
1=Very dissatisfied	15.7%	11.2%	15.7%	5.7%	10.1%	9.7%	8.2%	6.7%	8.9%	4.2%	4.5%	8.1%	5.6%	8.6%
9=Don't know	5.1%	3.3%	4.2%	4.5%	5.1%	3.4%	3.6%	0.7%	2.1%	4.2%	1.6%	1.3%	2.8%	3.2%

**Q16. Street Maintenance Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	

**Q16c Major streets-Tree canopy along streets**

5=Very satisfied	5.6%	2.8%	4.6%	11.3%	6.5%	5.9%	6.9%	5.4%	6.4%	5.4%	6.1%	6.3%	5.1%	6.1%
4=Satisfied	26.9%	27.6%	22.7%	35.5%	25.3%	32.2%	31.5%	35.5%	34.7%	35.4%	34.4%	32.7%	29.9%	31.4%
3=Neutral	30.6%	30.8%	29.2%	28.3%	31.8%	30.9%	27.9%	33.4%	32.6%	28.1%	30.0%	30.0%	33.6%	30.5%
2=Dissatisfied	14.4%	14.5%	21.3%	11.3%	19.8%	14.8%	20.7%	16.4%	11.4%	18.5%	16.2%	16.6%	16.4%	16.4%
1=Very dissatisfied	11.6%	9.8%	13.0%	6.4%	7.8%	8.9%	8.5%	6.7%	7.6%	4.6%	6.9%	9.4%	7.5%	8.2%
9=Don't know	11.1%	14.5%	9.3%	7.2%	8.8%	7.2%	4.6%	2.7%	7.2%	8.1%	6.5%	4.9%	7.5%	7.4%

**Q16. Street Maintenance Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q16d Major streets-Landscaping along streets/in medians</u>														
5=Very satisfied	7.4%	3.7%	6.0%	12.8%	6.0%	6.4%	7.5%	6.0%	9.7%	8.5%	7.3%	10.3%	7.0%	7.7%
4=Satisfied	37.0%	38.8%	24.5%	39.2%	29.0%	38.6%	34.1%	42.1%	41.5%	41.9%	48.6%	42.2%	37.9%	38.3%
3=Neutral	26.4%	24.3%	27.8%	23.4%	34.6%	26.7%	27.9%	28.1%	24.6%	26.9%	22.7%	21.1%	32.7%	26.7%
2=Dissatisfied	13.4%	20.1%	20.8%	12.5%	17.1%	16.1%	18.7%	16.1%	12.3%	13.1%	15.0%	19.3%	15.4%	16.1%
1=Very dissatisfied	11.6%	8.9%	16.7%	7.5%	6.0%	9.3%	7.9%	6.0%	8.5%	5.0%	4.9%	5.8%	4.7%	7.8%
9=Don't know	4.2%	4.2%	4.2%	4.5%	7.4%	3.0%	3.9%	1.7%	3.4%	4.6%	1.6%	1.3%	2.3%	3.5%

**Q16. Street Maintenance Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q16e Major streets-Quality of road signs</u>														
5=Very satisfied	8.3%	6.5%	10.6%	11.3%	8.3%	7.2%	8.2%	7.4%	11.9%	9.2%	10.5%	13.5%	7.9%	9.3%
4=Satisfied	38.0%	41.6%	37.0%	41.5%	38.7%	50.8%	47.2%	48.8%	40.7%	51.5%	47.8%	41.7%	45.3%	44.3%
3=Neutral	30.1%	29.0%	26.4%	24.2%	28.1%	24.6%	21.0%	22.7%	23.3%	21.5%	24.3%	28.3%	26.6%	25.1%
2=Dissatisfied	12.5%	11.7%	13.0%	11.7%	15.2%	7.2%	13.8%	14.4%	14.4%	11.2%	13.0%	11.7%	11.7%	12.5%
1=Very dissatisfied	6.5%	8.4%	9.3%	6.8%	5.5%	7.6%	6.6%	5.4%	7.6%	3.1%	2.4%	4.5%	4.7%	6.0%
9=Don't know	4.6%	2.8%	3.7%	4.5%	4.1%	2.5%	3.3%	1.3%	2.1%	3.5%	2.0%	0.4%	3.7%	3.0%

**Q16. Street Maintenance Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q16f Major streets-Prevention of street flooding</u>														
5=Very satisfied	7.9%	6.1%	5.1%	5.7%	5.1%	6.8%	5.2%	5.0%	6.4%	5.0%	6.9%	11.7%	4.7%	6.2%
4=Satisfied	34.3%	35.5%	27.3%	26.8%	26.3%	33.1%	26.6%	31.8%	25.4%	38.1%	31.2%	30.5%	36.4%	30.9%
3=Neutral	24.1%	26.6%	20.8%	25.3%	23.5%	20.3%	26.6%	21.4%	27.5%	25.0%	23.1%	23.3%	25.7%	24.1%
2=Dissatisfied	17.1%	13.1%	24.5%	20.4%	23.5%	18.2%	23.6%	27.1%	21.2%	16.2%	27.1%	22.0%	18.7%	21.2%
1=Very dissatisfied	10.6%	11.7%	13.0%	12.8%	15.7%	14.8%	11.8%	12.4%	16.9%	10.0%	8.1%	10.8%	11.2%	12.3%
9=Don't know	6.0%	7.0%	9.3%	9.1%	6.0%	6.8%	6.2%	2.3%	2.5%	5.8%	3.6%	1.8%	3.3%	5.3%

**Q16. Street Maintenance Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q16g Side streets-Overall smoothness</u>														
5=Very satisfied	6.9%	5.1%	6.5%	12.1%	3.2%	6.8%	7.2%	10.4%	8.9%	7.7%	9.7%	8.5%	7.5%	7.9%
4=Satisfied	31.5%	38.3%	29.2%	36.2%	37.3%	40.7%	40.0%	46.5%	37.7%	48.1%	47.0%	39.5%	39.7%	39.7%
3=Neutral	22.2%	26.6%	22.7%	20.0%	23.0%	24.6%	21.6%	22.1%	26.3%	22.3%	19.0%	25.1%	27.1%	23.1%
2=Dissatisfied	19.9%	15.9%	20.8%	14.7%	20.7%	13.1%	17.7%	14.0%	16.1%	12.3%	16.6%	16.6%	16.4%	16.4%
1=Very dissatisfied	11.6%	8.9%	14.8%	9.4%	8.8%	9.7%	8.5%	5.7%	8.1%	4.6%	4.5%	8.1%	5.6%	8.2%
9=Don't know	7.9%	5.1%	6.0%	7.5%	6.9%	5.1%	4.9%	1.3%	3.0%	5.0%	3.2%	2.2%	3.7%	4.7%

**Q16. Street Maintenance Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q16h Side streets-Overall cleanliness</u>														
5=Very satisfied	5.6%	2.8%	7.4%	15.1%	4.1%	10.2%	6.9%	8.4%	9.3%	7.7%	9.7%	8.5%	7.5%	8.1%
4=Satisfied	31.5%	36.4%	22.7%	36.2%	32.3%	39.8%	42.3%	47.5%	33.5%	45.0%	44.1%	44.8%	43.5%	38.9%
3=Neutral	23.1%	27.6%	23.1%	20.8%	25.3%	20.3%	23.0%	22.7%	28.4%	23.1%	22.7%	24.2%	27.6%	23.9%
2=Dissatisfied	19.0%	18.7%	22.2%	12.5%	19.8%	17.4%	16.7%	16.4%	13.6%	15.8%	14.2%	11.7%	15.4%	16.3%
1=Very dissatisfied	13.9%	11.2%	19.4%	9.1%	12.4%	8.9%	6.6%	4.3%	12.7%	4.2%	5.7%	8.5%	3.3%	9.0%
9=Don't know	6.9%	3.3%	5.1%	6.4%	6.0%	3.4%	4.6%	0.7%	2.5%	4.2%	3.6%	2.2%	2.8%	3.9%

**Q16. Street Maintenance Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q16i Side streets-Tree canopy along streets</u>														
5=Very satisfied	6.5%	3.3%	6.5%	13.6%	4.6%	5.5%	6.9%	5.7%	8.9%	3.8%	7.7%	8.1%	5.6%	6.7%
4=Satisfied	24.5%	28.5%	26.4%	33.2%	27.2%	35.6%	34.4%	38.8%	29.2%	36.5%	37.2%	32.7%	32.7%	32.5%
3=Neutral	25.0%	29.4%	29.6%	22.3%	36.4%	26.7%	27.2%	31.1%	32.6%	29.6%	24.7%	26.0%	33.6%	28.7%
2=Dissatisfied	19.4%	14.0%	16.7%	12.5%	14.7%	16.1%	15.7%	15.4%	12.7%	16.9%	17.0%	17.5%	15.0%	15.6%
1=Very dissatisfied	10.6%	9.8%	13.4%	7.5%	8.3%	9.7%	8.9%	5.0%	8.5%	5.0%	6.1%	9.4%	7.5%	8.3%
9=Don't know	13.9%	15.0%	7.4%	10.9%	8.8%	6.4%	6.9%	4.0%	8.1%	8.1%	7.3%	6.3%	5.6%	8.2%



**Q16. Street Maintenance Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	

**Q16j Side streets-Quality of road signs**

5=Very satisfied	8.3%	5.6%	6.9%	14.0%	7.8%	8.9%	7.5%	8.7%	11.4%	8.1%	12.6%	13.9%	5.6%	9.2%
4=Satisfied	35.6%	47.7%	37.5%	41.9%	35.0%	47.0%	40.3%	47.5%	38.1%	48.5%	45.7%	42.2%	49.5%	42.9%
3=Neutral	26.4%	23.8%	24.1%	20.8%	32.3%	23.7%	28.2%	22.7%	27.1%	23.5%	20.6%	25.6%	22.9%	24.7%
2=Dissatisfied	13.9%	11.2%	13.9%	9.8%	12.9%	10.6%	14.1%	13.4%	13.1%	8.8%	14.6%	12.6%	13.6%	12.5%
1=Very dissatisfied	7.9%	9.3%	11.1%	6.4%	6.5%	7.2%	5.2%	6.7%	7.2%	6.5%	4.0%	4.0%	4.2%	6.6%
9=Don't know	7.9%	2.3%	6.5%	7.2%	5.5%	2.5%	4.6%	1.0%	3.0%	4.6%	2.4%	1.8%	4.2%	4.1%

**Q16. Street Maintenance Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	

**Q16k Side streets-Prevention of street flooding**

5=Very satisfied	6.0%	6.1%	7.4%	7.9%	6.5%	7.6%	4.9%	5.7%	5.9%	5.0%	10.5%	15.2%	7.5%	7.3%
4=Satisfied	31.5%	40.2%	25.5%	25.7%	26.3%	33.9%	29.8%	32.1%	25.4%	39.2%	32.0%	30.9%	36.4%	31.4%
3=Neutral	28.7%	23.4%	22.7%	23.8%	19.8%	19.5%	23.6%	21.4%	27.1%	21.5%	15.8%	22.9%	24.3%	22.6%
2=Dissatisfied	13.9%	10.3%	19.4%	17.0%	24.0%	16.1%	21.0%	25.8%	21.2%	19.2%	28.7%	15.7%	15.9%	19.4%
1=Very dissatisfied	9.7%	11.7%	16.2%	15.8%	15.7%	17.4%	12.5%	12.7%	16.9%	8.8%	8.9%	12.6%	12.1%	13.1%
9=Don't know	10.2%	8.4%	8.8%	9.8%	7.8%	5.5%	8.2%	2.3%	3.4%	6.2%	4.0%	2.7%	3.7%	6.2%

**Q16. Street Maintenance Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q16l Curbside garbage collection services</u>														
5=Very satisfied	26.9%	27.6%	25.5%	25.7%	21.2%	30.5%	24.9%	34.4%	30.1%	28.5%	33.6%	33.2%	25.2%	28.4%
4=Satisfied	47.7%	53.3%	40.7%	34.7%	35.9%	45.8%	43.0%	47.8%	46.6%	51.5%	42.9%	42.2%	51.4%	44.8%
3=Neutral	11.1%	10.7%	16.2%	14.7%	13.8%	11.0%	13.8%	7.7%	9.7%	9.2%	11.3%	14.3%	10.7%	11.8%
2=Dissatisfied	5.6%	2.8%	5.6%	2.6%	9.7%	2.5%	3.3%	4.7%	6.4%	3.5%	6.1%	4.5%	3.7%	4.6%
1=Very dissatisfied	4.2%	1.4%	2.8%	2.3%	4.6%	3.0%	2.0%	2.3%	4.7%	1.9%	2.4%	1.8%	3.3%	2.8%
9=Don't know	4.6%	4.2%	9.3%	20.0%	14.7%	7.2%	13.1%	3.0%	2.5%	5.4%	3.6%	4.0%	5.6%	7.6%

**Q16. Street Maintenance Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q16m Curbside recycling services</u>														
5=Very satisfied	22.7%	20.1%	20.4%	21.1%	15.2%	28.0%	22.3%	25.8%	24.6%	25.4%	25.1%	28.3%	21.5%	23.2%
4=Satisfied	40.7%	39.7%	37.5%	31.7%	29.5%	41.9%	40.0%	45.2%	38.6%	48.1%	42.1%	33.6%	48.1%	39.9%
3=Neutral	12.5%	19.6%	17.6%	14.3%	16.1%	13.6%	13.4%	12.0%	15.7%	8.5%	11.7%	17.5%	12.6%	14.1%
2=Dissatisfied	6.5%	2.8%	6.5%	4.5%	7.8%	2.1%	4.3%	7.0%	6.4%	6.5%	8.1%	4.5%	3.7%	5.5%
1=Very dissatisfied	6.5%	3.7%	4.2%	4.2%	9.7%	5.1%	2.6%	4.0%	6.8%	3.5%	4.5%	5.8%	5.1%	4.9%
9=Don't know	11.1%	14.0%	13.9%	24.2%	21.7%	9.3%	17.4%	6.0%	8.1%	8.1%	8.5%	10.3%	8.9%	12.4%

**Q16. Street Maintenance Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	

Q16n Curbside bulky waste collection

5=Very satisfied	16.7%	15.9%	19.4%	16.2%	15.7%	22.0%	19.7%	16.4%	18.6%	14.2%	19.8%	22.4%	18.2%	18.1%
4=Satisfied	31.5%	32.7%	31.5%	29.4%	24.9%	38.6%	31.5%	42.5%	35.2%	42.3%	31.2%	31.8%	36.0%	34.0%
3=Neutral	21.8%	23.8%	20.8%	18.9%	18.0%	17.8%	17.4%	16.4%	18.6%	17.3%	17.8%	20.2%	16.8%	18.7%
2=Dissatisfied	9.7%	9.8%	9.3%	7.2%	11.1%	6.4%	10.2%	11.0%	11.4%	9.6%	14.2%	9.0%	8.9%	9.8%
1=Very dissatisfied	7.9%	5.1%	6.0%	5.3%	9.2%	5.1%	4.3%	5.7%	8.5%	6.2%	7.3%	4.5%	6.5%	6.2%
9=Don't know	12.5%	12.6%	13.0%	23.0%	21.2%	10.2%	17.0%	8.0%	7.6%	10.4%	9.7%	12.1%	13.6%	13.2%

**EXCLUDING DON'T KNOWS**

**Q16. Street Maintenance Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q16a Major streets-Overall smoothness</u>														
5=Very satisfied	8.2%	4.3%	3.4%	10.6%	5.8%	7.7%	8.2%	9.7%	7.3%	8.1%	8.7%	9.1%	5.3%	7.6%
4=Satisfied	36.7%	34.8%	34.5%	41.6%	38.3%	42.3%	43.7%	48.0%	43.1%	52.8%	49.6%	36.5%	46.6%	42.6%
3=Neutral	24.6%	27.5%	21.8%	24.3%	26.2%	21.2%	22.2%	19.8%	22.0%	17.7%	24.8%	25.6%	27.4%	23.3%
2=Dissatisfied	17.9%	21.7%	24.3%	15.3%	22.8%	18.0%	17.4%	17.8%	20.7%	15.3%	12.4%	19.6%	13.9%	18.1%
1=Very dissatisfied	12.6%	11.6%	16.0%	8.2%	6.8%	10.8%	8.5%	4.7%	6.9%	6.0%	4.5%	9.1%	6.7%	8.4%

**EXCLUDING DON'T KNOWS****Q16. Street Maintenance Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q16b Major streets-Overall cleanliness</u>														
5=Very satisfied	5.4%	3.4%	4.8%	15.0%	5.8%	9.2%	8.2%	6.4%	6.1%	6.4%	9.5%	10.0%	7.7%	7.6%
4=Satisfied	35.1%	35.3%	25.6%	39.1%	36.4%	43.9%	42.5%	47.1%	39.0%	47.8%	44.9%	39.5%	42.8%	40.4%
3=Neutral	29.8%	24.6%	25.1%	22.5%	23.8%	19.7%	20.4%	24.2%	27.7%	22.5%	25.9%	28.2%	28.8%	24.7%
2=Dissatisfied	13.2%	25.1%	28.0%	17.4%	23.3%	17.1%	20.4%	15.5%	18.2%	18.9%	15.2%	14.1%	14.9%	18.4%
1=Very dissatisfied	16.6%	11.6%	16.4%	5.9%	10.7%	10.1%	8.5%	6.7%	9.1%	4.4%	4.5%	8.2%	5.8%	8.9%

**EXCLUDING DON'T KNOWS**

**Q16. Street Maintenance Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q16c Major streets-Tree canopy along streets</u>														
5=Very satisfied	6.3%	3.3%	5.1%	12.2%	7.1%	6.4%	7.2%	5.5%	6.8%	5.9%	6.5%	6.6%	5.6%	6.6%
4=Satisfied	30.2%	32.2%	25.0%	38.2%	27.8%	34.7%	33.0%	36.4%	37.4%	38.5%	36.8%	34.4%	32.3%	33.9%
3=Neutral	34.4%	36.1%	32.1%	30.5%	34.8%	33.3%	29.2%	34.4%	35.2%	30.5%	32.0%	31.6%	36.4%	32.9%
2=Dissatisfied	16.1%	16.9%	23.5%	12.2%	21.7%	16.0%	21.6%	16.8%	12.3%	20.1%	17.3%	17.5%	17.7%	17.7%
1=Very dissatisfied	13.0%	11.5%	14.3%	6.9%	8.6%	9.6%	8.9%	6.9%	8.2%	5.0%	7.4%	9.9%	8.1%	8.9%



**EXCLUDING DON'T KNOWS**

**Q16. Street Maintenance Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q16d Major streets-Landscaping along streets/in medians</u>														
5=Very satisfied	7.7%	3.9%	6.3%	13.4%	6.5%	6.6%	7.8%	6.1%	10.1%	8.9%	7.4%	10.5%	7.2%	7.9%
4=Satisfied	38.6%	40.5%	25.6%	41.1%	31.3%	39.7%	35.5%	42.9%	43.0%	44.0%	49.4%	42.7%	38.8%	39.7%
3=Neutral	27.5%	25.4%	29.0%	24.5%	37.3%	27.5%	29.0%	28.6%	25.4%	28.2%	23.0%	21.4%	33.5%	27.6%
2=Dissatisfied	14.0%	21.0%	21.7%	13.0%	18.4%	16.6%	19.5%	16.3%	12.7%	13.7%	15.2%	19.5%	15.8%	16.7%
1=Very dissatisfied	12.1%	9.3%	17.4%	7.9%	6.5%	9.6%	8.2%	6.1%	8.8%	5.2%	4.9%	5.9%	4.8%	8.1%

**EXCLUDING DON'T KNOWS**

**Q16. Street Maintenance Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q16e Major streets-Quality of road signs</u>														
5=Very satisfied	8.7%	6.7%	11.1%	11.9%	8.7%	7.4%	8.5%	7.5%	12.1%	9.6%	10.7%	13.5%	8.3%	9.6%
4=Satisfied	39.8%	42.8%	38.5%	43.5%	40.4%	52.2%	48.8%	49.5%	41.6%	53.4%	48.8%	41.9%	47.1%	45.6%
3=Neutral	31.6%	29.8%	27.4%	25.3%	29.3%	25.2%	21.7%	23.1%	23.8%	22.3%	24.8%	28.4%	27.7%	25.9%
2=Dissatisfied	13.1%	12.0%	13.5%	12.3%	15.9%	7.4%	14.2%	14.6%	14.7%	11.6%	13.2%	11.7%	12.1%	12.8%
1=Very dissatisfied	6.8%	8.7%	9.6%	7.1%	5.8%	7.8%	6.8%	5.4%	7.8%	3.2%	2.5%	4.5%	4.9%	6.2%

**EXCLUDING DON'T KNOWS****Q16. Street Maintenance Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q16f Major streets-Prevention of street flooding</u>														
5=Very satisfied	8.4%	6.5%	5.6%	6.2%	5.4%	7.3%	5.6%	5.1%	6.5%	5.3%	7.1%	11.9%	4.8%	6.5%
4=Satisfied	36.5%	38.2%	30.1%	29.5%	27.9%	35.5%	28.3%	32.5%	26.1%	40.4%	32.4%	31.1%	37.7%	32.7%
3=Neutral	25.6%	28.6%	23.0%	27.8%	25.0%	21.8%	28.3%	21.9%	28.3%	26.5%	23.9%	23.7%	26.6%	25.5%
2=Dissatisfied	18.2%	14.1%	27.0%	22.4%	25.0%	19.5%	25.2%	27.7%	21.7%	17.1%	28.2%	22.4%	19.3%	22.4%
1=Very dissatisfied	11.3%	12.6%	14.3%	14.1%	16.7%	15.9%	12.6%	12.7%	17.4%	10.6%	8.4%	11.0%	11.6%	13.0%

**EXCLUDING DON'T KNOWS****Q16. Street Maintenance Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q16g Side streets-Overall smoothness</u>														
5=Very satisfied	7.5%	5.4%	6.9%	13.1%	3.5%	7.1%	7.6%	10.5%	9.2%	8.1%	10.0%	8.7%	7.8%	8.3%
4=Satisfied	34.2%	40.4%	31.0%	39.2%	40.1%	42.9%	42.1%	47.1%	38.9%	50.6%	48.5%	40.4%	41.3%	41.7%
3=Neutral	24.1%	28.1%	24.1%	21.6%	24.8%	25.9%	22.8%	22.4%	27.1%	23.5%	19.7%	25.7%	28.2%	24.3%
2=Dissatisfied	21.6%	16.7%	22.2%	15.9%	22.3%	13.8%	18.6%	14.2%	16.6%	13.0%	17.2%	17.0%	17.0%	17.2%
1=Very dissatisfied	12.6%	9.4%	15.8%	10.2%	9.4%	10.3%	9.0%	5.8%	8.3%	4.9%	4.6%	8.3%	5.8%	8.6%

**EXCLUDING DON'T KNOWS**

**Q16. Street Maintenance Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q16h Side streets-Overall cleanliness</u>														
5=Very satisfied	6.0%	2.9%	7.8%	16.1%	4.4%	10.5%	7.2%	8.4%	9.6%	8.0%	10.1%	8.7%	7.7%	8.4%
4=Satisfied	33.8%	37.7%	23.9%	38.7%	34.3%	41.2%	44.3%	47.8%	34.3%	47.0%	45.8%	45.9%	44.7%	40.5%
3=Neutral	24.9%	28.5%	24.4%	22.2%	27.0%	21.1%	24.1%	22.9%	29.1%	24.1%	23.5%	24.8%	28.4%	24.8%
2=Dissatisfied	20.4%	19.3%	23.4%	13.3%	21.1%	18.0%	17.5%	16.5%	13.9%	16.5%	14.7%	11.9%	15.9%	17.0%
1=Very dissatisfied	14.9%	11.6%	20.5%	9.7%	13.2%	9.2%	6.9%	4.4%	13.0%	4.4%	5.9%	8.7%	3.4%	9.3%

**EXCLUDING DON'T KNOWS**

**Q16. Street Maintenance Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q16i Side streets-Tree canopy along streets</u>														
5=Very satisfied	7.5%	3.8%	7.0%	15.3%	5.1%	5.9%	7.4%	5.9%	9.7%	4.2%	8.3%	8.6%	5.9%	7.3%
4=Satisfied	28.5%	33.5%	28.5%	37.3%	29.8%	38.0%	37.0%	40.4%	31.8%	39.7%	40.2%	34.9%	34.7%	35.4%
3=Neutral	29.0%	34.6%	32.0%	25.0%	39.9%	28.5%	29.2%	32.4%	35.5%	32.2%	26.6%	27.8%	35.6%	31.2%
2=Dissatisfied	22.6%	16.5%	18.0%	14.0%	16.2%	17.2%	16.9%	16.0%	13.8%	18.4%	18.3%	18.7%	15.8%	17.0%
1=Very dissatisfied	12.4%	11.5%	14.5%	8.5%	9.1%	10.4%	9.5%	5.2%	9.2%	5.4%	6.6%	10.0%	7.9%	9.0%

**EXCLUDING DON'T KNOWS****Q16. Street Maintenance Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q16j Side streets-Quality of road signs</u>														
5=Very satisfied	9.0%	5.7%	7.4%	15.0%	8.3%	9.1%	7.9%	8.8%	11.8%	8.5%	12.9%	14.2%	5.9%	9.6%
4=Satisfied	38.7%	48.8%	40.1%	45.1%	37.1%	48.3%	42.3%	48.0%	39.3%	50.8%	46.9%	42.9%	51.7%	44.8%
3=Neutral	28.6%	24.4%	25.7%	22.4%	34.1%	24.3%	29.6%	23.0%	27.9%	24.6%	21.2%	26.0%	23.9%	25.7%
2=Dissatisfied	15.1%	11.5%	14.9%	10.6%	13.7%	10.9%	14.8%	13.5%	13.5%	9.3%	14.9%	12.8%	14.1%	13.0%
1=Very dissatisfied	8.5%	9.6%	11.9%	6.9%	6.8%	7.4%	5.5%	6.8%	7.4%	6.9%	4.1%	4.1%	4.4%	6.9%

**EXCLUDING DON'T KNOWS**

**Q16. Street Maintenance Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q16k Side streets-Prevention of street flooding</u>														
5=Very satisfied	6.7%	6.6%	8.1%	8.8%	7.0%	8.1%	5.4%	5.8%	6.1%	5.3%	11.0%	15.7%	7.8%	7.8%
4=Satisfied	35.1%	43.9%	27.9%	28.5%	28.5%	35.9%	32.5%	32.9%	26.3%	41.8%	33.3%	31.8%	37.9%	33.5%
3=Neutral	32.0%	25.5%	24.9%	26.4%	21.5%	20.6%	25.7%	21.9%	28.1%	23.0%	16.5%	23.5%	25.2%	24.1%
2=Dissatisfied	15.5%	11.2%	21.3%	18.8%	26.0%	17.0%	22.9%	26.4%	21.9%	20.5%	30.0%	16.1%	16.5%	20.7%
1=Very dissatisfied	10.8%	12.8%	17.8%	17.6%	17.0%	18.4%	13.6%	13.0%	17.5%	9.4%	9.3%	12.9%	12.6%	14.0%



**EXCLUDING DON'T KNOWS****Q16. Street Maintenance Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q16l Curbside garbage collection services</u>														
5=Very satisfied	28.2%	28.8%	28.1%	32.1%	24.9%	32.9%	28.7%	35.5%	30.9%	30.1%	34.9%	34.6%	26.7%	30.7%
4=Satisfied	50.0%	55.6%	44.9%	43.4%	42.2%	49.3%	49.4%	49.3%	47.8%	54.5%	44.5%	43.9%	54.5%	48.5%
3=Neutral	11.7%	11.2%	17.9%	18.4%	16.2%	11.9%	15.8%	7.9%	10.0%	9.8%	11.8%	15.0%	11.4%	12.8%
2=Dissatisfied	5.8%	2.9%	6.1%	3.3%	11.4%	2.7%	3.8%	4.8%	6.5%	3.7%	6.3%	4.7%	4.0%	5.0%
1=Very dissatisfied	4.4%	1.5%	3.1%	2.8%	5.4%	3.2%	2.3%	2.4%	4.8%	2.0%	2.5%	1.9%	3.5%	3.0%

**EXCLUDING DON'T KNOWS****Q16. Street Maintenance Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q16m Curbside recycling services</u>														
5=Very satisfied	25.5%	23.4%	23.7%	27.9%	19.4%	30.8%	27.0%	27.4%	26.7%	27.6%	27.4%	31.5%	23.6%	26.5%
4=Satisfied	45.8%	46.2%	43.5%	41.8%	37.6%	46.3%	48.4%	48.0%	41.9%	52.3%	46.0%	37.5%	52.8%	45.6%
3=Neutral	14.1%	22.8%	20.4%	18.9%	20.6%	15.0%	16.3%	12.8%	17.1%	9.2%	12.8%	19.5%	13.8%	16.1%
2=Dissatisfied	7.3%	3.3%	7.5%	6.0%	10.0%	2.3%	5.2%	7.5%	6.9%	7.1%	8.8%	5.0%	4.1%	6.2%
1=Very dissatisfied	7.3%	4.3%	4.8%	5.5%	12.4%	5.6%	3.2%	4.3%	7.4%	3.8%	4.9%	6.5%	5.6%	5.6%

**EXCLUDING DON'T KNOWS**

**Q16. Street Maintenance Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q16n Curbside bulky waste collection</u>														
5=Very satisfied	19.0%	18.2%	22.3%	21.1%	19.9%	24.5%	23.7%	17.8%	20.2%	15.9%	22.0%	25.5%	21.1%	20.8%
4=Satisfied	36.0%	37.4%	36.2%	38.2%	31.6%	42.9%	37.9%	46.2%	38.1%	47.2%	34.5%	36.2%	41.6%	39.1%
3=Neutral	24.9%	27.3%	23.9%	24.5%	22.8%	19.8%	20.9%	17.8%	20.2%	19.3%	19.7%	23.0%	19.5%	21.6%
2=Dissatisfied	11.1%	11.2%	10.6%	9.3%	14.0%	7.1%	12.3%	12.0%	12.4%	10.7%	15.7%	10.2%	10.3%	11.3%
1=Very dissatisfied	9.0%	5.9%	6.9%	6.9%	11.7%	5.7%	5.1%	6.2%	9.2%	6.9%	8.1%	5.1%	7.6%	7.1%

**Q17. Which TWO areas of street maintenance listed above do you think Miami-Dade County needs to improve the MOST?**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q17 1<sup>st</sup> choice</u>														
A=Major streets smoothness	15.7%	22.0%	17.6%	12.5%	11.1%	11.4%	9.8%	10.0%	14.0%	11.5%	9.7%	13.9%	17.3%	13.3%
B=Major streets cleanliness	10.6%	11.2%	8.3%	6.8%	10.6%	8.1%	9.2%	9.7%	8.5%	7.7%	5.7%	8.1%	11.2%	8.8%
C=Major streets tree canopy along streets	4.2%	7.5%	3.7%	1.9%	6.0%	4.7%	6.2%	4.7%	3.0%	4.2%	4.9%	4.0%	4.7%	4.6%
D=Major streets landscaping along streets/in medians	3.7%	1.4%	6.0%	1.9%	1.4%	2.5%	4.9%	3.0%	1.7%	2.7%	2.0%	4.0%	3.3%	3.0%
E=Major streets quality of road signs	6.0%	4.7%	1.9%	5.7%	4.1%	4.7%	4.9%	5.4%	3.4%	3.8%	2.8%	3.6%	1.9%	4.1%
F=Major streets prevention of street flooding	6.9%	7.0%	8.8%	17.0%	14.7%	14.0%	14.8%	14.0%	12.3%	15.8%	20.6%	11.7%	13.1%	13.4%

**Q17. Which TWO areas of street maintenance listed above do you think Miami-Dade County needs to improve the MOST?**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q17 1<sup>st</sup> Choice (Cont.)</u>														
G=Side streets smoothness	6.0%	7.0%	5.1%	3.0%	4.6%	3.0%	6.9%	2.3%	6.4%	2.7%	2.4%	3.6%	7.0%	4.5%
H=Side streets cleanliness	3.2%	3.3%	4.6%	1.1%	4.6%	2.5%	1.0%	2.0%	3.4%	5.0%	5.3%	3.1%	1.9%	3.1%
I=Side streets tree canopy along streets	1.4%	0.5%	2.3%	2.6%	0.9%	2.5%	3.3%	1.3%	1.7%	3.8%	3.2%	1.3%	2.3%	2.2%
J=Side streets quality of road signs	1.9%	0.9%	1.9%	1.5%	1.8%	1.7%	2.0%	4.0%	1.3%	2.3%	2.0%	0.9%	0.9%	1.8%
K=Side streets prevention of street flooding	7.4%	4.7%	3.7%	7.2%	4.1%	5.9%	4.6%	10.7%	9.7%	6.2%	8.5%	4.5%	3.7%	6.4%
L=Curbside garbage collection services	2.3%	2.3%	2.8%	2.6%	3.2%	2.1%	1.3%	1.7%	1.3%	2.3%	3.2%	1.3%	0.9%	2.1%
M=Curbside recycling services	1.4%	2.8%	0.9%	3.4%	4.1%	3.0%	1.3%	1.0%	1.3%	1.5%	2.0%	3.1%	1.9%	2.1%

**Q17. Which TWO areas of street maintenance listed above do you think Miami-Dade County needs to improve the MOST?**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q17 1<sup>st</sup> Choice (Cont.)</u>														
N=Curbside bulky waste collection	4.6%	2.8%	4.2%	2.3%	1.4%	5.1%	5.2%	6.4%	5.1%	5.0%	5.3%	4.0%	4.2%	4.4%
Z=None chosen	24.5%	22.0%	28.2%	30.6%	27.2%	28.8%	24.6%	23.7%	27.1%	25.4%	22.3%	32.7%	25.7%	26.3%

**Q17. Which TWO areas of street maintenance listed above do you think Miami-Dade County needs to improve the MOST?**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q17 2nd</u>														
A=Major streets smoothness	4.2%	5.6%	6.0%	3.8%	5.1%	3.4%	3.9%	3.0%	3.4%	1.2%	3.2%	3.6%	4.7%	3.8%
B=Major streets cleanliness	5.6%	7.9%	8.3%	3.4%	7.8%	5.9%	4.9%	2.7%	8.1%	8.1%	4.0%	4.0%	4.7%	5.7%
C=Major streets tree canopy along streets	2.8%	2.3%	2.3%	1.5%	2.3%	3.0%	3.0%	1.3%	2.1%	2.7%	2.0%	3.1%	3.7%	2.4%
D=Major streets landscaping along streets/in medians	3.2%	4.7%	3.2%	4.2%	3.2%	3.8%	4.9%	4.7%	3.4%	6.5%	4.0%	3.1%	2.8%	4.1%
E=Major streets quality of road signs	3.2%	2.3%	2.3%	5.7%	0.5%	2.1%	3.3%	4.3%	3.0%	2.3%	2.0%	3.1%	2.3%	2.9%
F=Major streets prevention of street flooding	6.0%	5.1%	5.1%	7.2%	7.8%	7.6%	7.5%	9.4%	9.3%	5.4%	8.1%	6.3%	7.0%	7.1%

**Q17. Which TWO areas of street maintenance listed above do you think Miami-Dade County needs to improve the MOST?**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q17 2nd (Cont.)</u>														
G=Side streets smoothness	8.8%	8.9%	6.5%	7.5%	9.2%	5.5%	4.3%	5.4%	6.4%	5.8%	6.9%	4.9%	9.8%	6.8%
H=Side streets cleanliness	9.7%	11.2%	6.9%	6.8%	9.2%	6.8%	6.9%	4.3%	6.4%	5.0%	8.5%	6.7%	6.5%	7.2%
I=Side streets tree canopy along streets	4.2%	5.6%	2.8%	1.1%	1.8%	3.0%	3.9%	4.7%	2.5%	4.2%	3.6%	7.2%	4.2%	3.7%
J=Side streets quality of road signs	5.1%	3.3%	3.2%	3.4%	3.2%	2.5%	4.3%	3.7%	2.5%	4.2%	4.0%	1.8%	3.3%	3.5%
K=Side streets prevention of street flooding	10.2%	7.0%	9.7%	12.8%	10.6%	13.6%	15.1%	15.1%	8.5%	11.9%	17.4%	10.8%	9.3%	11.9%
L=Curbside garbage collection services	0.9%	0.0%	3.7%	0.8%	1.4%	1.3%	1.0%	2.0%	3.0%	1.9%	0.8%	4.0%	0.5%	1.6%
M=Curbside recycling services	2.8%	1.9%	1.9%	1.1%	2.8%	1.7%	1.3%	2.3%	2.5%	2.7%	2.0%	1.8%	1.4%	2.0%



**Q17. Which TWO areas of street maintenance listed above do you think Miami-Dade County needs to improve the MOST?**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q17 2nd (Cont.)</u>														
N=Curbside bulky waste collection	5.1%	7.5%	5.1%	4.5%	3.7%	6.8%	4.9%	6.4%	5.9%	6.5%	5.7%	1.3%	6.1%	5.4%
Z=None chosen	28.2%	26.6%	32.9%	36.2%	31.3%	33.1%	30.8%	30.8%	33.1%	31.5%	27.5%	38.1%	33.6%	31.8%

**Q17. Which TWO areas of street maintenance listed above do you think Miami-Dade County needs to improve the MOST? (both selections)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q17 Sum of Top 2 Choices</u>														
A=Major streets smoothness	19.9%	27.6%	23.6%	16.2%	16.1%	14.8%	13.8%	13.0%	17.4%	12.7%	13.0%	17.5%	22.0%	17.1%
B=Major streets cleanliness	16.2%	19.2%	16.7%	10.2%	18.4%	14.0%	14.1%	12.4%	16.5%	15.8%	9.7%	12.1%	15.9%	14.5%
C=Major streets tree canopy along streets	6.9%	9.8%	6.0%	3.4%	8.3%	7.6%	9.2%	6.0%	5.1%	6.9%	6.9%	7.2%	8.4%	7.0%
D=Major streets landscaping along streets/in medians	6.9%	6.1%	9.3%	6.0%	4.6%	6.4%	9.8%	7.7%	5.1%	9.2%	6.1%	7.2%	6.1%	7.1%
E=Major streets quality of road signs	9.3%	7.0%	4.2%	11.3%	4.6%	6.8%	8.2%	9.7%	6.4%	6.2%	4.9%	6.7%	4.2%	7.0%
F=Major streets prevention of street flooding	13.0%	12.1%	13.9%	24.2%	22.6%	21.6%	22.3%	23.4%	21.6%	21.2%	28.7%	17.9%	20.1%	20.5%

**Q17. Which TWO areas of street maintenance listed above do you think Miami-Dade County needs to improve the MOST? (both selections)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q17 Sum of Top 2 Choices (Cont.)</u>														
G=Side streets smoothness	14.8%	15.9%	11.6%	10.6%	13.8%	8.5%	11.1%	7.7%	12.7%	8.5%	9.3%	8.5%	16.8%	11.3%
H=Side streets cleanliness	13.0%	14.5%	11.6%	7.9%	13.8%	9.3%	7.9%	6.4%	9.7%	10.0%	13.8%	9.9%	8.4%	10.3%
I=Side streets tree canopy along streets	5.6%	6.1%	5.1%	3.8%	2.8%	5.5%	7.2%	6.0%	4.2%	8.1%	6.9%	8.5%	6.5%	5.9%
J=Side streets quality of road signs	6.9%	4.2%	5.1%	4.9%	5.1%	4.2%	6.2%	7.7%	3.8%	6.5%	6.1%	2.7%	4.2%	5.3%
K=Side streets prevention of street flooding	17.6%	11.7%	13.4%	20.0%	14.7%	19.5%	19.7%	25.8%	18.2%	18.1%	25.9%	15.2%	13.1%	18.3%
L=Curbside garbage collection services	3.2%	2.3%	6.5%	3.4%	4.6%	3.4%	2.3%	3.7%	4.2%	4.2%	4.0%	5.4%	1.4%	3.7%
M=Curbside recycling services	4.2%	4.7%	2.8%	4.5%	6.9%	4.7%	2.6%	3.3%	3.8%	4.2%	4.0%	4.9%	3.3%	4.1%

**Q17. Which TWO areas of street maintenance listed above do you think Miami-Dade County needs to improve the MOST? (both selections)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q17 Sum of Top 2 Choices (Cont.)</u>														
N=Curbside bulky waste collection	9.7%	10.3%	9.3%	6.8%	5.1%	11.9%	10.2%	12.7%	11.0%	11.5%	10.9%	5.4%	10.3%	9.7%
Z=None chosen	24.5%	22.0%	28.2%	30.6%	27.2%	28.8%	24.6%	23.7%	27.1%	25.4%	22.3%	32.7%	25.7%	26.3%

**Q18. Community Appearance Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q18a Overall appearance of Miami-Dade County</u>														
5=Very satisfied	7.9%	4.2%	3.2%	11.3%	7.8%	6.4%	5.6%	6.0%	8.5%	6.9%	8.5%	8.1%	9.8%	7.2%
4=Satisfied	40.3%	44.4%	35.2%	40.4%	35.9%	45.8%	42.3%	41.8%	44.1%	51.2%	49.0%	46.6%	46.3%	43.4%
3=Neutral	27.3%	30.8%	32.4%	28.3%	31.8%	25.4%	27.5%	29.4%	27.1%	28.5%	28.3%	27.8%	27.1%	28.6%
2=Dissatisfied	14.8%	12.6%	16.2%	12.1%	13.8%	13.1%	16.1%	17.1%	12.3%	8.8%	10.9%	13.0%	11.2%	13.3%
1=Very dissatisfied	4.6%	2.8%	8.8%	3.8%	3.7%	6.4%	4.9%	4.0%	4.7%	1.5%	2.0%	3.1%	1.9%	4.0%
9=Don't know	5.1%	5.1%	4.2%	4.2%	6.9%	3.0%	3.6%	1.7%	3.4%	3.1%	1.2%	1.3%	3.7%	3.5%

**Q18. Community Appearance Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q18b Overall appearance of your neighborhood</u>														
5=Very satisfied	10.6%	6.1%	9.7%	24.9%	13.4%	17.4%	19.0%	14.7%	14.0%	9.2%	19.4%	18.8%	16.4%	15.2%
4=Satisfied	38.0%	41.6%	34.3%	47.2%	41.5%	47.0%	53.4%	54.8%	43.2%	56.2%	53.0%	49.3%	55.1%	47.8%
3=Neutral	21.8%	24.8%	22.7%	14.3%	22.1%	17.4%	12.8%	20.4%	25.4%	21.5%	15.0%	18.8%	15.9%	19.2%
2=Dissatisfied	16.7%	16.8%	20.8%	8.3%	12.9%	11.0%	7.9%	7.4%	10.6%	7.7%	8.9%	8.1%	9.3%	10.9%
1=Very dissatisfied	8.3%	6.5%	9.3%	2.6%	4.1%	4.7%	2.6%	2.0%	4.7%	2.3%	2.4%	3.6%	1.4%	4.0%
9=Don't know	4.6%	4.2%	3.2%	2.6%	6.0%	2.5%	4.3%	0.7%	2.1%	3.1%	1.2%	1.3%	1.9%	2.9%

**Q18. Community Appearance Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q18c Maintenance of residential property in your neighborhood</u>														
5=Very satisfied	11.1%	8.4%	9.3%	23.0%	10.1%	15.3%	22.0%	17.1%	15.7%	9.6%	18.6%	17.9%	13.6%	15.1%
4=Satisfied	35.6%	43.5%	37.0%	49.4%	47.5%	48.7%	47.9%	52.5%	39.8%	55.0%	49.4%	52.5%	53.3%	47.4%
3=Neutral	22.2%	19.6%	21.8%	15.5%	22.6%	19.1%	15.7%	19.4%	26.3%	20.0%	17.4%	17.5%	17.3%	19.4%
2=Dissatisfied	18.5%	17.8%	18.5%	6.8%	10.6%	10.2%	7.2%	7.0%	13.6%	10.8%	11.3%	6.3%	11.2%	11.2%
1=Very dissatisfied	7.4%	6.5%	8.8%	3.0%	4.6%	4.2%	2.3%	3.0%	2.1%	1.9%	1.6%	4.0%	2.3%	3.8%
9=Don't know	5.1%	4.2%	4.6%	2.3%	4.6%	2.5%	4.9%	1.0%	2.5%	2.7%	1.6%	1.8%	2.3%	3.0%

**Q18. Community Appearance Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q18d Maintenance of business property in your neighborhood</u>														
5=Very satisfied	10.6%	4.7%	4.6%	17.4%	8.3%	11.0%	14.4%	7.7%	10.2%	5.4%	13.0%	14.8%	10.3%	10.3%
4=Satisfied	33.8%	41.1%	31.0%	44.2%	41.9%	43.2%	46.9%	49.8%	39.8%	49.2%	47.8%	47.5%	49.1%	43.9%
3=Neutral	25.5%	24.8%	29.6%	20.8%	25.8%	24.6%	20.3%	26.4%	30.1%	26.9%	24.7%	20.2%	24.8%	24.8%
2=Dissatisfied	14.8%	15.4%	17.6%	7.5%	15.2%	10.2%	5.6%	8.4%	8.1%	8.8%	8.5%	6.7%	8.4%	10.1%
1=Very dissatisfied	6.5%	7.5%	8.3%	4.2%	2.8%	3.8%	2.6%	1.7%	4.2%	1.9%	1.6%	4.9%	2.8%	3.9%
9=Don't know	8.8%	6.5%	8.8%	6.0%	6.0%	7.2%	10.2%	6.0%	7.6%	7.7%	4.5%	5.8%	4.7%	7.0%

**Q18. Community Appearance Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q18e Cleanliness of waterways near your home</u>														
5=Very satisfied	9.7%	5.6%	6.0%	17.7%	6.9%	7.2%	10.2%	7.7%	12.3%	6.2%	9.7%	15.2%	9.8%	9.6%
4=Satisfied	24.1%	28.0%	19.9%	38.5%	31.3%	37.7%	31.8%	44.8%	31.8%	38.8%	37.2%	44.8%	37.9%	34.8%
3=Neutral	28.2%	29.4%	30.1%	21.1%	24.0%	24.6%	23.6%	21.1%	28.0%	25.0%	27.9%	22.0%	25.7%	25.2%
2=Dissatisfied	17.6%	15.9%	13.9%	11.3%	18.4%	11.4%	14.1%	12.7%	12.3%	13.1%	15.0%	12.1%	13.6%	13.9%
1=Very dissatisfied	6.9%	7.0%	10.2%	4.9%	6.9%	6.4%	3.9%	4.0%	4.7%	5.0%	3.2%	3.6%	6.1%	5.5%
9=Don't know	13.4%	14.0%	19.9%	6.4%	12.4%	12.7%	16.4%	9.7%	11.0%	11.9%	6.9%	2.2%	7.0%	11.1%



**EXCLUDING DON'T KNOWS**

**Q18. Community Appearance Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q18a Overall appearance of Miami-Dade County</u>														
5=Very satisfied	8.3%	4.4%	3.4%	11.8%	8.4%	6.6%	5.8%	6.1%	8.8%	7.1%	8.6%	8.2%	10.2%	7.5%
4=Satisfied	42.4%	46.8%	36.7%	42.1%	38.6%	47.2%	43.9%	42.5%	45.6%	52.8%	49.6%	47.3%	48.1%	45.0%
3=Neutral	28.8%	32.5%	33.8%	29.5%	34.2%	26.2%	28.6%	29.9%	28.1%	29.4%	28.7%	28.2%	28.2%	29.6%
2=Dissatisfied	15.6%	13.3%	16.9%	12.6%	14.9%	13.5%	16.7%	17.3%	12.7%	9.1%	11.1%	13.2%	11.7%	13.8%
1=Very dissatisfied	4.9%	3.0%	9.2%	3.9%	4.0%	6.6%	5.1%	4.1%	4.8%	1.6%	2.0%	3.2%	1.9%	4.1%

**EXCLUDING DON'T KNOWS****Q18. Community Appearance Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q18b Overall appearance of your neighborhood</u>														
5=Very satisfied	11.2%	6.3%	10.0%	25.6%	14.2%	17.8%	19.9%	14.8%	14.3%	9.5%	19.7%	19.1%	16.7%	15.6%
4=Satisfied	39.8%	43.4%	35.4%	48.4%	44.1%	48.3%	55.8%	55.2%	44.2%	57.9%	53.7%	50.0%	56.2%	49.2%
3=Neutral	22.8%	25.9%	23.4%	14.7%	23.5%	17.8%	13.4%	20.5%	26.0%	22.2%	15.2%	19.1%	16.2%	19.8%
2=Dissatisfied	17.5%	17.6%	21.5%	8.5%	13.7%	11.3%	8.2%	7.4%	10.8%	7.9%	9.0%	8.2%	9.5%	11.2%
1=Very dissatisfied	8.7%	6.8%	9.6%	2.7%	4.4%	4.8%	2.7%	2.0%	4.8%	2.4%	2.5%	3.6%	1.4%	4.2%

**EXCLUDING DON'T KNOWS**

**Q18. Community Appearance Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q18c Maintenance of residential property in your neighborhood</u>														
5=Very satisfied	11.7%	8.8%	9.7%	23.6%	10.6%	15.7%	23.1%	17.2%	16.1%	9.9%	18.9%	18.3%	13.9%	15.6%
4=Satisfied	37.6%	45.4%	38.8%	50.6%	49.8%	50.0%	50.3%	53.0%	40.9%	56.5%	50.2%	53.4%	54.5%	48.9%
3=Neutral	23.4%	20.5%	22.8%	15.8%	23.7%	19.6%	16.6%	19.6%	27.0%	20.6%	17.7%	17.8%	17.7%	20.0%
2=Dissatisfied	19.5%	18.5%	19.4%	6.9%	11.1%	10.4%	7.6%	7.1%	13.9%	11.1%	11.5%	6.4%	11.5%	11.5%
1=Very dissatisfied	7.8%	6.8%	9.2%	3.1%	4.8%	4.3%	2.4%	3.0%	2.2%	2.0%	1.6%	4.1%	2.4%	4.0%

**EXCLUDING DON'T KNOWS**

**Q18. Community Appearance Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q18d Maintenance of business property in your neighborhood</u>														
5=Very satisfied	11.7%	5.0%	5.1%	18.5%	8.8%	11.9%	16.1%	8.2%	11.0%	5.8%	13.6%	15.7%	10.8%	11.1%
4=Satisfied	37.1%	44.0%	34.0%	47.0%	44.6%	46.6%	52.2%	53.0%	43.1%	53.3%	50.0%	50.5%	51.5%	47.1%
3=Neutral	27.9%	26.5%	32.5%	22.1%	27.5%	26.5%	22.6%	28.1%	32.6%	29.2%	25.8%	21.4%	26.0%	26.7%
2=Dissatisfied	16.2%	16.5%	19.3%	8.0%	16.2%	11.0%	6.2%	8.9%	8.7%	9.6%	8.9%	7.1%	8.8%	10.9%
1=Very dissatisfied	7.1%	8.0%	9.1%	4.4%	2.9%	4.1%	2.9%	1.8%	4.6%	2.1%	1.7%	5.2%	2.9%	4.2%

**EXCLUDING DON'T KNOWS****Q18. Community Appearance Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q18e Cleanliness of waterways near your home</u>														
5=Very satisfied	11.2%	6.5%	7.5%	19.0%	7.9%	8.3%	12.2%	8.5%	13.8%	7.0%	10.4%	15.6%	10.6%	10.8%
4=Satisfied	27.8%	32.6%	24.9%	41.1%	35.8%	43.2%	38.0%	49.6%	35.7%	44.1%	40.0%	45.9%	40.7%	39.1%
3=Neutral	32.6%	34.2%	37.6%	22.6%	27.4%	28.2%	28.2%	23.3%	31.4%	28.4%	30.0%	22.5%	27.6%	28.4%
2=Dissatisfied	20.3%	18.5%	17.3%	12.1%	21.1%	13.1%	16.9%	14.1%	13.8%	14.8%	16.1%	12.4%	14.6%	15.6%
1=Very dissatisfied	8.0%	8.2%	12.7%	5.2%	7.9%	7.3%	4.7%	4.4%	5.2%	5.7%	3.5%	3.7%	6.5%	6.1%

**Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q19a Development &amp; land use in the County</u>														
5=Very satisfied	5.1%	4.2%	4.2%	3.4%	3.2%	3.0%	2.6%	3.7%	5.1%	2.3%	4.9%	5.8%	2.8%	3.8%
4=Satisfied	21.8%	27.1%	20.4%	20.8%	26.7%	16.1%	14.1%	16.7%	20.8%	21.5%	25.1%	22.0%	18.7%	20.6%
3=Neutral	34.7%	35.5%	29.2%	24.5%	23.5%	32.2%	23.3%	26.8%	33.1%	33.8%	27.1%	34.5%	33.6%	29.8%
2=Dissatisfied	15.7%	11.2%	17.1%	20.0%	17.5%	18.2%	26.9%	25.4%	17.4%	22.3%	21.9%	17.0%	20.6%	19.8%
1=Very dissatisfied	6.9%	7.0%	12.5%	12.8%	16.6%	16.9%	20.0%	19.7%	14.4%	7.3%	9.7%	8.5%	7.0%	12.6%
9=Don't know	15.7%	15.0%	16.7%	18.5%	12.4%	13.6%	13.1%	7.7%	9.3%	12.7%	11.3%	12.1%	17.3%	13.3%

**Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q19b Development &amp; land use in your neighborhood</u>														
5=Very satisfied	5.6%	5.1%	5.1%	6.0%	3.2%	4.2%	4.3%	6.0%	5.5%	3.5%	8.1%	7.6%	3.3%	5.2%
4=Satisfied	26.9%	30.4%	25.9%	28.7%	29.5%	28.8%	26.9%	31.4%	28.0%	32.7%	29.6%	30.5%	26.6%	29.0%
3=Neutral	34.3%	32.7%	30.1%	23.0%	26.3%	30.9%	32.5%	26.4%	30.5%	37.3%	26.3%	31.4%	36.4%	30.5%
2=Dissatisfied	13.4%	12.1%	13.4%	18.5%	20.7%	11.9%	16.4%	19.4%	17.8%	9.2%	21.1%	12.6%	15.4%	15.7%
1=Very dissatisfied	5.6%	6.1%	10.2%	9.1%	9.2%	9.7%	11.8%	10.0%	9.7%	5.0%	6.5%	7.2%	5.1%	8.2%
9=Don't know	14.4%	13.6%	15.3%	14.7%	11.1%	14.4%	8.2%	6.7%	8.5%	12.3%	8.5%	10.8%	13.1%	11.4%

**Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q19c How well the County is managing growth</u>														
5=Very satisfied	7.9%	4.2%	2.8%	3.8%	2.8%	1.7%	1.0%	2.3%	3.4%	2.7%	5.3%	5.4%	3.3%	3.5%
4=Satisfied	15.3%	19.6%	16.7%	16.6%	17.5%	19.9%	8.9%	11.0%	17.8%	13.1%	19.0%	19.7%	16.4%	15.9%
3=Neutral	29.2%	34.6%	31.9%	22.3%	26.3%	27.1%	22.0%	19.7%	27.1%	31.2%	23.5%	26.0%	29.4%	26.6%
2=Dissatisfied	19.4%	16.4%	14.8%	23.4%	23.0%	22.9%	30.2%	36.8%	19.9%	25.4%	24.3%	17.9%	20.1%	23.3%
1=Very dissatisfied	9.7%	9.8%	19.0%	18.1%	19.4%	17.4%	26.6%	24.7%	25.0%	17.3%	19.0%	17.9%	16.4%	18.9%
9=Don't know	18.5%	15.4%	14.8%	15.8%	11.1%	11.0%	11.5%	5.4%	6.8%	10.4%	8.9%	13.0%	14.5%	11.8%



**Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q19d Opportunities for involvement in community economic development efforts</u>														
5=Very satisfied	5.6%	1.4%	2.3%	2.6%	3.7%	1.3%	1.6%	1.7%	2.5%	1.9%	4.0%	5.4%	2.3%	2.7%
4=Satisfied	16.7%	13.1%	16.7%	16.6%	15.2%	13.6%	8.9%	13.0%	13.6%	10.4%	19.4%	14.8%	15.0%	14.2%
3=Neutral	25.9%	40.7%	33.8%	28.3%	26.7%	35.6%	31.1%	34.8%	39.0%	46.2%	30.4%	34.5%	36.4%	34.1%
2=Dissatisfied	18.5%	12.1%	13.0%	11.7%	19.4%	15.3%	16.1%	15.1%	15.3%	10.8%	17.8%	13.9%	15.0%	14.9%
1=Very dissatisfied	6.5%	8.9%	10.6%	8.7%	10.1%	14.0%	9.8%	8.7%	13.1%	7.3%	6.9%	9.0%	7.0%	9.3%
9=Don't know	26.9%	23.8%	23.6%	32.1%	24.9%	20.3%	32.5%	26.8%	16.5%	23.5%	21.5%	22.4%	24.3%	24.8%

**Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q19e Effectiveness of revitalization efforts in low income areas</u>														
5=Very satisfied	5.1%	2.8%	2.3%	1.1%	3.7%	0.8%	1.6%	1.3%	3.4%	1.5%	3.2%	4.0%	2.3%	2.5%
4=Satisfied	14.4%	11.7%	15.3%	12.5%	16.1%	13.1%	7.2%	9.7%	13.1%	9.2%	14.6%	13.9%	9.8%	12.1%
3=Neutral	24.1%	35.0%	27.8%	25.3%	24.9%	25.8%	22.6%	25.4%	32.2%	40.4%	30.0%	24.7%	39.3%	28.8%
2=Dissatisfied	21.3%	17.8%	18.1%	15.5%	18.4%	20.8%	19.7%	22.1%	20.3%	13.1%	17.4%	18.8%	15.0%	18.4%
1=Very dissatisfied	12.0%	13.6%	16.7%	11.3%	12.9%	13.1%	13.4%	13.0%	13.1%	10.0%	10.5%	11.7%	11.2%	12.5%
9=Don't know	23.1%	19.2%	19.9%	34.3%	24.0%	26.3%	35.4%	28.4%	17.8%	25.8%	24.3%	26.9%	22.4%	25.7%

**Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q19f County process for getting building permits</u>														
5=Very satisfied	4.6%	2.3%	2.3%	1.5%	2.8%	0.0%	1.3%	1.3%	2.1%	3.1%	2.8%	2.7%	2.8%	2.2%
4=Satisfied	12.5%	12.6%	8.8%	11.3%	12.9%	12.7%	7.2%	9.4%	15.3%	11.9%	17.0%	13.5%	9.8%	11.8%
3=Neutral	26.4%	34.6%	26.9%	21.1%	21.2%	26.7%	17.4%	24.4%	28.4%	27.3%	25.9%	26.9%	34.6%	25.9%
2=Dissatisfied	10.6%	10.3%	14.4%	15.5%	18.9%	17.8%	19.0%	21.4%	16.1%	18.8%	15.4%	13.0%	13.1%	16.0%
1=Very dissatisfied	11.1%	10.7%	20.8%	14.7%	10.6%	14.4%	22.6%	20.4%	14.4%	13.5%	16.2%	10.3%	11.2%	15.1%
9=Don't know	34.7%	29.4%	26.9%	35.8%	33.6%	28.4%	32.5%	23.1%	23.7%	25.4%	22.7%	33.6%	28.5%	29.0%

**Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q19g County process for conducting building inspections</u>														
5=Very satisfied	5.1%	2.8%	1.9%	1.9%	2.8%	1.3%	1.6%	1.3%	3.0%	2.7%	2.8%	2.2%	2.8%	2.4%
4=Satisfied	10.6%	13.1%	12.0%	12.1%	12.4%	12.7%	7.2%	10.7%	15.3%	14.2%	15.8%	13.5%	12.1%	12.3%
3=Neutral	27.8%	31.3%	25.9%	23.4%	22.6%	28.8%	18.4%	25.1%	32.2%	29.2%	28.3%	29.1%	33.2%	27.0%
2=Dissatisfied	12.0%	10.3%	15.3%	14.3%	16.1%	15.7%	20.0%	21.1%	13.6%	16.2%	14.2%	14.3%	12.1%	15.3%
1=Very dissatisfied	9.7%	10.7%	18.5%	14.3%	9.7%	12.7%	17.7%	18.7%	12.3%	11.9%	15.0%	6.3%	9.3%	13.2%
9=Don't know	34.7%	31.8%	26.4%	34.0%	36.4%	28.8%	35.1%	23.1%	23.7%	25.8%	23.9%	34.5%	30.4%	29.8%

**Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following:**

N=3148

	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q19h Property Appraisers Office</u>														
5=Very satisfied	5.6%	2.8%	2.8%	3.0%	3.2%	2.1%	2.3%	1.3%	3.4%	1.5%	4.0%	5.8%	2.8%	3.0%
4=Satisfied	17.6%	21.0%	15.7%	22.3%	13.4%	19.5%	15.4%	20.1%	18.6%	23.8%	24.7%	20.2%	22.4%	19.6%
3=Neutral	38.9%	30.8%	30.6%	30.6%	27.6%	33.1%	32.1%	38.5%	34.7%	33.8%	32.0%	26.5%	31.3%	32.5%
2=Dissatisfied	7.9%	8.9%	13.4%	10.9%	12.4%	10.2%	14.4%	11.0%	14.8%	13.5%	15.0%	10.8%	9.8%	11.9%
1=Very dissatisfied	5.6%	7.9%	12.5%	9.4%	16.6%	15.7%	13.1%	13.0%	9.3%	13.1%	9.7%	10.3%	13.1%	11.6%
9=Don't know	24.5%	28.5%	25.0%	23.8%	26.7%	19.5%	22.6%	16.1%	19.1%	14.2%	14.6%	26.5%	20.6%	21.4%

**Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q19i Tax Collectors Office</u>														
5=Very satisfied	6.9%	3.7%	3.7%	4.5%	3.7%	3.4%	2.3%	3.3%	3.8%	1.5%	4.9%	5.4%	2.8%	3.8%
4=Satisfied	20.4%	20.1%	21.3%	24.5%	19.4%	22.5%	17.4%	22.4%	22.5%	25.4%	28.3%	22.0%	21.5%	22.1%
3=Neutral	36.6%	36.0%	30.6%	30.6%	32.3%	37.7%	37.7%	41.1%	35.2%	37.7%	33.2%	30.5%	36.9%	35.3%
2=Dissatisfied	6.5%	7.0%	9.7%	7.9%	9.7%	6.8%	10.8%	7.7%	10.6%	8.8%	9.3%	8.5%	9.3%	8.7%
1=Very dissatisfied	5.6%	5.1%	8.8%	7.9%	10.1%	10.6%	9.2%	8.4%	8.9%	10.4%	8.1%	8.1%	7.5%	8.4%
9=Don't know	24.1%	28.0%	25.9%	24.5%	24.9%	19.1%	22.6%	17.1%	19.1%	16.2%	16.2%	25.6%	22.0%	21.7%

**EXCLUDING DON'T KNOWS**

**Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q19a Development &amp; land use in the County</u>														
5=Very satisfied	6.0%	4.9%	5.0%	4.2%	3.7%	3.4%	3.0%	4.0%	5.6%	2.6%	5.5%	6.6%	3.4%	4.4%
4=Satisfied	25.8%	31.9%	24.4%	25.5%	30.5%	18.6%	16.2%	18.1%	22.9%	24.7%	28.3%	25.0%	22.6%	23.8%
3=Neutral	41.2%	41.8%	35.0%	30.1%	26.8%	37.3%	26.8%	29.0%	36.4%	38.8%	30.6%	39.3%	40.7%	34.4%
2=Dissatisfied	18.7%	13.2%	20.6%	24.5%	20.0%	21.1%	30.9%	27.5%	19.2%	25.6%	24.7%	19.4%	24.9%	22.8%
1=Very dissatisfied	8.2%	8.2%	15.0%	15.7%	18.9%	19.6%	23.0%	21.4%	15.9%	8.4%	11.0%	9.7%	8.5%	14.6%

**EXCLUDING DON'T KNOWS****Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q19b Development &amp; land use in your neighborhood</u>														
5=Very satisfied	6.5%	5.9%	6.0%	7.1%	3.6%	5.0%	4.6%	6.5%	6.0%	3.9%	8.8%	8.5%	3.8%	5.9%
4=Satisfied	31.4%	35.1%	30.6%	33.6%	33.2%	33.7%	29.3%	33.7%	30.6%	37.3%	32.3%	34.2%	30.6%	32.7%
3=Neutral	40.0%	37.8%	35.5%	27.0%	29.5%	36.1%	35.4%	28.3%	33.3%	42.5%	28.8%	35.2%	41.9%	34.4%
2=Dissatisfied	15.7%	14.1%	15.8%	21.7%	23.3%	13.9%	17.9%	20.8%	19.4%	10.5%	23.0%	14.1%	17.7%	17.7%
1=Very dissatisfied	6.5%	7.0%	12.0%	10.6%	10.4%	11.4%	12.9%	10.8%	10.6%	5.7%	7.1%	8.0%	5.9%	9.3%



**EXCLUDING DON'T KNOWS**

**Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q19c How well the County is managing growth</u>														
5=Very satisfied	9.7%	5.0%	3.3%	4.5%	3.1%	1.9%	1.1%	2.5%	3.6%	3.0%	5.8%	6.2%	3.8%	3.9%
4=Satisfied	18.8%	23.2%	19.6%	19.7%	19.7%	22.4%	10.0%	11.7%	19.1%	14.6%	20.9%	22.7%	19.1%	18.1%
3=Neutral	35.8%	40.9%	37.5%	26.5%	29.5%	30.5%	24.8%	20.8%	29.1%	34.8%	25.8%	29.9%	34.4%	30.1%
2=Dissatisfied	23.9%	19.3%	17.4%	27.8%	25.9%	25.7%	34.1%	38.9%	21.4%	28.3%	26.7%	20.6%	23.5%	26.4%
1=Very dissatisfied	11.9%	11.6%	22.3%	21.5%	21.8%	19.5%	30.0%	26.1%	26.8%	19.3%	20.9%	20.6%	19.1%	21.4%

**EXCLUDING DON'T KNOWS**

**Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q19d Opportunities for involvement in community economic development efforts</u>														
5=Very satisfied	7.6%	1.8%	3.0%	3.9%	4.9%	1.6%	2.4%	2.3%	3.0%	2.5%	5.2%	6.9%	3.1%	3.6%
4=Satisfied	22.8%	17.2%	21.8%	24.4%	20.2%	17.0%	13.1%	17.8%	16.2%	13.6%	24.7%	19.1%	19.8%	18.9%
3=Neutral	35.4%	53.4%	44.2%	41.7%	35.6%	44.7%	46.1%	47.5%	46.7%	60.3%	38.7%	44.5%	48.1%	45.4%
2=Dissatisfied	25.3%	16.0%	17.0%	17.2%	25.8%	19.1%	23.8%	20.5%	18.3%	14.1%	22.7%	17.9%	19.8%	19.8%
1=Very dissatisfied	8.9%	11.7%	13.9%	12.8%	13.5%	17.6%	14.6%	11.9%	15.7%	9.5%	8.8%	11.6%	9.3%	12.3%

**EXCLUDING DON'T KNOWS**

**Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q19e Effectiveness of revitalization efforts in low income areas</u>														
5=Very satisfied	6.6%	3.5%	2.9%	1.7%	4.8%	1.1%	2.5%	1.9%	4.1%	2.1%	4.3%	5.5%	3.0%	3.3%
4=Satisfied	18.7%	14.5%	19.1%	19.0%	21.2%	17.8%	11.2%	13.6%	16.0%	12.4%	19.3%	19.0%	12.7%	16.3%
3=Neutral	31.3%	43.4%	34.7%	38.5%	32.7%	35.1%	35.0%	35.5%	39.2%	54.4%	39.6%	33.7%	50.6%	38.8%
2=Dissatisfied	27.7%	22.0%	22.5%	23.6%	24.2%	28.2%	30.5%	30.8%	24.7%	17.6%	23.0%	25.8%	19.3%	24.7%
1=Very dissatisfied	15.7%	16.8%	20.8%	17.2%	17.0%	17.8%	20.8%	18.2%	16.0%	13.5%	13.9%	16.0%	14.5%	16.8%

**EXCLUDING DON'T KNOWS**

**Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q19f County process for getting building permits</u>														
5=Very satisfied	7.1%	3.3%	3.2%	2.4%	4.2%	0.0%	1.9%	1.7%	2.8%	4.1%	3.7%	4.1%	3.9%	3.1%
4=Satisfied	19.1%	17.9%	12.0%	17.6%	19.4%	17.8%	10.7%	12.2%	20.0%	16.0%	22.0%	20.3%	13.7%	16.6%
3=Neutral	40.4%	49.0%	36.7%	32.9%	31.9%	37.3%	25.7%	31.7%	37.2%	36.6%	33.5%	40.5%	48.4%	36.5%
2=Dissatisfied	16.3%	14.6%	19.6%	24.1%	28.5%	24.9%	28.2%	27.8%	21.1%	25.3%	19.9%	19.6%	18.3%	22.6%
1=Very dissatisfied	17.0%	15.2%	28.5%	22.9%	16.0%	20.1%	33.5%	26.5%	18.9%	18.0%	20.9%	15.5%	15.7%	21.2%

**EXCLUDING DON'T KNOWS**

**Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q19g County process for conducting building inspections</u>														
5=Very satisfied	7.8%	4.1%	2.5%	2.9%	4.3%	1.8%	2.5%	1.7%	3.9%	3.6%	3.7%	3.4%	4.0%	3.4%
4=Satisfied	16.3%	19.2%	16.4%	18.3%	19.6%	17.9%	11.1%	13.9%	20.0%	19.2%	20.7%	20.5%	17.4%	17.5%
3=Neutral	42.6%	45.9%	35.2%	35.4%	35.5%	40.5%	28.3%	32.6%	42.2%	39.4%	37.2%	44.5%	47.7%	38.5%
2=Dissatisfied	18.4%	15.1%	20.8%	21.7%	25.4%	22.0%	30.8%	27.4%	17.8%	21.8%	18.6%	21.9%	17.4%	21.8%
1=Very dissatisfied	14.9%	15.8%	25.2%	21.7%	15.2%	17.9%	27.3%	24.3%	16.1%	16.1%	19.7%	9.6%	13.4%	18.7%

**EXCLUDING DON'T KNOWS**

**Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q19h Property Appraisers Office</u>														
5=Very satisfied	7.4%	3.9%	3.7%	4.0%	4.4%	2.6%	3.0%	1.6%	4.2%	1.8%	4.7%	7.9%	3.5%	3.9%
4=Satisfied	23.3%	29.4%	21.0%	29.2%	18.2%	24.2%	19.9%	23.9%	23.0%	27.8%	28.9%	27.4%	28.2%	25.0%
3=Neutral	51.5%	43.1%	40.7%	40.1%	37.7%	41.1%	41.5%	45.8%	42.9%	39.5%	37.4%	36.0%	39.4%	41.3%
2=Dissatisfied	10.4%	12.4%	17.9%	14.4%	17.0%	12.6%	18.6%	13.1%	18.3%	15.7%	17.5%	14.6%	12.4%	15.1%
1=Very dissatisfied	7.4%	11.1%	16.7%	12.4%	22.6%	19.5%	16.9%	15.5%	11.5%	15.2%	11.4%	14.0%	16.5%	14.7%

**EXCLUDING DON'T KNOWS****Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q19i Tax Collectors Office</u>														
5=Very satisfied	9.1%	5.2%	5.0%	6.0%	4.9%	4.2%	3.0%	4.0%	4.7%	1.8%	5.8%	7.2%	3.6%	4.8%
4=Satisfied	26.8%	27.9%	28.8%	32.5%	25.8%	27.7%	22.5%	27.0%	27.7%	30.3%	33.8%	29.5%	27.5%	28.3%
3=Neutral	48.2%	50.0%	41.3%	40.5%	42.9%	46.6%	48.7%	49.6%	43.5%	45.0%	39.6%	41.0%	47.3%	45.0%
2=Dissatisfied	8.5%	9.7%	13.1%	10.5%	12.9%	8.4%	14.0%	9.3%	13.1%	10.6%	11.1%	11.4%	12.0%	11.1%
1=Very dissatisfied	7.3%	7.1%	11.9%	10.5%	13.5%	13.1%	11.9%	10.1%	11.0%	12.4%	9.7%	10.8%	9.6%	10.8%

**Q20. Have you had contact by phone or in-person with any Miami-Dade County department in the last twelve months?**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q20 Contact by phone or in-person</u>														
1=Yes	49.1%	44.9%	55.6%	51.7%	49.3%	49.2%	60.7%	67.2%	57.6%	55.8%	61.5%	41.7%	52.8%	54.2%
2=No	47.7%	54.2%	43.5%	45.7%	49.8%	49.2%	38.4%	32.1%	41.9%	43.5%	38.5%	57.0%	47.2%	44.7%
9=Don't remember	3.2%	0.9%	0.9%	2.6%	0.9%	1.7%	1.0%	0.7%	0.4%	0.8%	0.0%	1.3%	0.0%	1.1%



**Q20a. Which of the following Miami-Dade county services did you contact?**

N=1707	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q20a County services contacted</u>														
01=311/County Answer Center	24.5%	17.7%	18.3%	11.7%	18.7%	24.1%	11.9%	12.4%	17.6%	15.9%	17.8%	12.9%	17.7%	16.5%
02=911/Emergency Services	17.9%	21.9%	28.3%	13.9%	17.8%	19.0%	13.5%	12.9%	23.5%	22.8%	16.4%	16.1%	16.8%	18.1%
03=Library services	25.5%	25.0%	18.3%	27.0%	28.0%	31.9%	26.5%	28.4%	30.1%	24.8%	23.0%	23.7%	25.7%	26.1%
04=Parks and recreation programs	19.8%	16.7%	19.2%	17.5%	13.1%	19.8%	16.8%	19.9%	22.8%	14.5%	17.1%	19.4%	15.0%	17.9%
05=Police (non-emergency)	34.9%	26.0%	40.0%	31.4%	29.0%	25.9%	34.1%	32.8%	36.8%	29.7%	32.9%	31.2%	23.9%	31.8%
06=Property appraisal	14.2%	21.9%	18.3%	18.2%	12.1%	15.5%	17.8%	13.9%	16.9%	14.5%	9.9%	21.5%	16.8%	16.0%
07=Property tax collection	20.8%	24.0%	20.0%	24.1%	15.9%	24.1%	19.5%	20.4%	22.8%	23.4%	15.8%	28.0%	27.4%	21.7%
08=Street maintenance	15.1%	19.8%	28.3%	16.1%	21.5%	20.7%	21.1%	17.4%	11.8%	13.1%	15.8%	12.9%	19.5%	17.9%
09=Transit services	12.3%	13.5%	13.3%	14.6%	15.9%	12.1%	9.2%	12.4%	16.9%	11.7%	9.9%	11.8%	10.6%	12.5%

**Q20a. Which of the following Miami-Dade county services did you contact?**

N=1707	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q20a County services contacted (Cont.)</u>														
10=Garbage collection/ recycling	35.8%	29.2%	29.2%	26.3%	15.0%	37.1%	25.4%	37.3%	27.9%	37.9%	33.6%	14.0%	31.9%	29.9%
11=Water & sewer services	20.8%	18.8%	23.3%	16.8%	15.9%	15.5%	21.1%	16.9%	25.7%	18.6%	20.4%	24.7%	29.2%	20.4%
99=Other	13.2%	12.5%	14.2%	22.6%	19.6%	14.7%	19.5%	17.9%	15.4%	20.0%	15.8%	12.9%	13.3%	16.7%
00=Don't remember	0.0%	1.0%	1.7%	1.5%	0.9%	0.0%	0.5%	1.0%	0.0%	0.7%	0.7%	1.1%	0.9%	0.8%

**Q21. Customer Service Ratings. Thinking about your last customer experience with Miami-Dade County, please indicate your level of agreement with each of the following statements:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q21a It was easy to find the person who could address my request</u>														
5=Strongly agree	11.3%	7.6%	8.5%	12.5%	13.9%	8.4%	7.1%	8.8%	16.1%	9.0%	11.0%	10.3%	5.8%	10.0%
4=Agree	33.3%	38.2%	34.8%	28.8%	30.7%	28.5%	34.6%	37.0%	34.1%	37.3%	36.1%	35.1%	36.6%	34.3%
3=Neutral	30.2%	25.7%	22.6%	23.1%	25.9%	30.2%	23.2%	22.5%	26.3%	21.2%	26.0%	29.3%	25.6%	25.3%
2=Disagree	18.9%	11.8%	15.9%	24.0%	19.3%	19.0%	22.0%	23.7%	15.1%	22.6%	17.4%	15.5%	23.8%	19.5%
1=Strongly disagree	6.3%	16.7%	18.3%	11.5%	10.2%	14.0%	13.0%	8.0%	8.3%	9.9%	9.6%	9.8%	8.1%	10.9%

**Q21. Customer Service Ratings. Thinking about your last customer experience with Miami-Dade County, please indicate your level of agreement with each of the following statements:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q21b County employees that assisted me were courteous &amp; professional</u>														
5=Strongly agree	18.7%	9.8%	10.8%	18.4%	16.4%	12.6%	13.4%	15.8%	16.9%	11.5%	12.8%	12.6%	10.5%	14.0%
4=Agree	38.0%	47.6%	32.9%	35.3%	38.2%	38.9%	43.3%	43.1%	38.2%	40.4%	43.1%	42.9%	38.4%	40.1%
3=Neutral	27.7%	26.6%	34.1%	26.6%	27.3%	28.6%	25.6%	24.2%	27.1%	26.6%	28.4%	25.1%	33.1%	27.5%
2=Disagree	10.8%	7.7%	12.6%	14.5%	12.7%	10.3%	9.8%	10.4%	11.1%	13.8%	9.6%	10.3%	12.2%	11.2%
1=Strongly disagree	4.8%	8.4%	9.6%	5.3%	5.5%	9.7%	7.9%	6.5%	6.8%	7.8%	6.0%	9.1%	5.8%	7.1%

**Q21. Customer Service Ratings. Thinking about your last customer experience with Miami-Dade County, please indicate your level of agreement with each of the following statements:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q21c I was able to get my question or concern resolved</u>														
5=Strongly agree	15.7%	6.5%	9.6%	15.9%	13.6%	10.3%	10.7%	8.9%	15.6%	9.3%	12.3%	12.6%	6.4%	11.4%
4=Agree	34.9%	42.0%	34.7%	35.3%	37.9%	39.4%	37.5%	38.6%	40.5%	37.9%	39.3%	40.0%	37.0%	38.1%
3=Neutral	27.1%	26.1%	25.1%	24.2%	26.0%	22.9%	24.5%	24.3%	23.4%	27.1%	26.0%	29.1%	31.2%	25.8%
2=Disagree	13.3%	13.8%	16.2%	12.6%	13.6%	14.9%	15.0%	16.2%	11.7%	16.8%	13.2%	7.4%	18.5%	14.2%
1=Strongly disagree	9.0%	11.6%	14.4%	12.1%	8.9%	12.6%	12.3%	12.0%	8.8%	8.9%	9.1%	10.9%	6.9%	10.6%

**Q21. Customer Service Ratings. Thinking about your last customer experience with Miami-Dade County, please indicate your level of agreement with each of the following statements:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q21d Response time to address my request was reasonable</u>														
5=Strongly agree	14.2%	7.8%	8.2%	13.7%	10.4%	10.3%	11.6%	8.6%	14.6%	8.8%	10.6%	10.8%	5.2%	10.4%
4=Agree	34.6%	34.8%	30.0%	30.7%	34.8%	32.8%	31.1%	37.4%	35.6%	34.0%	36.4%	36.4%	31.8%	33.9%
3=Neutral	29.6%	28.4%	27.1%	28.8%	25.0%	31.0%	25.1%	24.5%	23.9%	26.5%	26.7%	30.7%	28.3%	27.1%
2=Disagree	13.0%	16.3%	17.6%	16.1%	20.1%	12.1%	19.1%	16.3%	13.7%	19.1%	14.7%	9.7%	23.1%	16.3%
1=Strongly disagree	8.6%	12.8%	17.1%	10.7%	9.8%	13.8%	13.1%	13.2%	12.2%	11.6%	11.5%	12.5%	11.6%	12.2%

**Q21. Customer Service Ratings. Thinking about your last customer experience with Miami-Dade County, please indicate your level of agreement with each of the following statements:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q21e County employees went the extra mile to get my issue resolved</u>														
5=Strongly agree	13.0%	5.1%	7.5%	10.6%	7.4%	7.7%	7.9%	7.3%	12.4%	6.2%	8.4%	9.4%	4.4%	8.3%
4=Agree	23.5%	23.9%	23.0%	19.6%	20.2%	16.7%	14.1%	20.2%	20.9%	22.4%	18.7%	20.5%	21.3%	20.1%
3=Neutral	32.1%	38.4%	33.5%	33.2%	41.1%	36.9%	36.5%	33.5%	34.8%	32.4%	35.5%	40.9%	31.9%	35.3%
2=Disagree	19.8%	19.6%	13.7%	19.6%	16.6%	19.0%	20.3%	21.8%	16.4%	24.8%	21.0%	15.2%	25.6%	19.7%
1=Strongly disagree	11.7%	13.0%	22.4%	17.1%	14.7%	19.6%	21.2%	17.3%	15.4%	14.3%	16.4%	14.0%	16.9%	16.6%

**Q21. Customer Service Ratings. Thinking about your last customer experience with Miami-Dade County, please indicate your level of agreement with each of the following statements:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q21f I was satisfied with my experience</u>														
5=Strongly agree	16.3%	5.7%	11.1%	16.3%	11.5%	9.6%	11.9%	10.0%	13.8%	10.2%	11.9%	13.6%	6.4%	11.5%
4=Agree	31.3%	38.6%	28.7%	26.0%	30.3%	29.4%	27.4%	28.4%	30.0%	30.7%	32.0%	30.5%	26.7%	29.7%
3=Neutral	28.3%	27.9%	26.3%	29.8%	29.7%	30.5%	27.8%	29.5%	31.0%	28.8%	31.5%	36.2%	37.2%	30.3%
2=Disagree	13.3%	15.7%	15.2%	14.4%	17.0%	16.4%	18.7%	18.0%	12.8%	19.5%	11.4%	6.8%	18.0%	15.3%
1=Strongly disagree	10.8%	12.1%	18.7%	13.5%	11.5%	14.1%	14.3%	14.2%	12.3%	10.7%	13.2%	13.0%	11.6%	13.1%



**Q22. Which TWO areas of customer service listed above do you think Miami-Dade County needs to improve the MOST?**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q22 1<sup>st</sup> Choice</u>														
A=Easy to find person who can address request	18.5%	15.9%	22.2%	21.5%	18.0%	21.6%	24.6%	26.8%	15.3%	21.5%	22.7%	11.7%	22.4%	20.5%
B=Courteous & professional	10.2%	9.3%	5.6%	6.4%	7.4%	8.1%	7.2%	7.7%	7.2%	11.9%	10.1%	7.6%	7.9%	8.2%
C=Able to get question/ concern resolved	5.6%	9.8%	8.8%	9.1%	7.8%	7.6%	9.2%	9.0%	8.9%	4.6%	4.9%	8.5%	8.4%	7.9%
D=Response time is reasonable	6.9%	5.6%	11.6%	6.8%	9.7%	5.5%	9.2%	10.0%	9.7%	10.0%	9.3%	7.2%	8.4%	8.5%
E=Will go extra mile	5.6%	6.5%	7.9%	5.3%	7.8%	6.4%	8.5%	6.7%	12.7%	8.5%	9.7%	8.5%	9.8%	8.0%
F=Satisfied with my experience	0.5%	0.9%	0.9%	1.9%	0.0%	0.8%	0.3%	1.7%	1.3%	0.0%	0.4%	2.2%	2.3%	1.0%
Z=None	52.8%	51.9%	43.1%	49.1%	49.3%	50.0%	41.0%	38.1%	44.9%	43.5%	42.9%	54.3%	40.7%	45.9%

**Q22. Which TWO areas of customer service listed above do you think Miami-Dade County needs to improve the MOST?**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q22 2nd</u>														
A=Easy to find person who can address request	3.7%	5.6%	6.5%	7.2%	6.9%	3.0%	6.2%	7.4%	4.2%	6.9%	4.0%	5.8%	4.2%	5.6%
B=Courteous & professional	3.7%	3.7%	6.5%	3.4%	7.8%	8.5%	5.9%	6.0%	8.5%	4.2%	4.5%	6.3%	7.5%	5.8%
C=Able to get question/concern resolved	10.2%	8.4%	8.3%	10.2%	8.8%	10.2%	9.2%	13.0%	7.2%	12.7%	11.3%	8.5%	12.6%	10.1%
D=Response time is reasonable	12.5%	12.6%	10.2%	8.3%	6.9%	7.6%	12.8%	12.7%	10.2%	9.2%	10.5%	8.5%	14.5%	10.5%
E=Will go extra mile	10.2%	10.7%	14.8%	14.3%	12.9%	12.3%	14.1%	16.7%	13.6%	10.0%	15.4%	9.9%	9.3%	12.8%
F=Satisfied with my experience	2.8%	2.8%	2.8%	2.3%	3.2%	3.0%	2.3%	1.3%	4.7%	5.4%	4.9%	3.1%	4.7%	3.3%
Z=None	56.9%	56.1%	50.9%	54.3%	53.5%	55.5%	49.5%	42.8%	51.7%	51.5%	49.4%	57.8%	47.2%	51.8%

**Q22. Which TWO areas of customer service listed above do you think Miami-Dade County needs to improve the MOST? (both selections)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q22 Sum of Top 2 Choices</u>														
A=Easy to find person who can address request	22.2%	21.5%	28.7%	28.7%	24.9%	24.6%	30.8%	34.1%	19.5%	28.5%	26.7%	17.5%	26.6%	26.1%
B=Courteous & professional	13.9%	13.1%	12.0%	9.8%	15.2%	16.5%	13.1%	13.7%	15.7%	16.2%	14.6%	13.9%	15.4%	14.0%
C=Able to get question/concern resolved	15.7%	18.2%	17.1%	19.2%	16.6%	17.8%	18.4%	22.1%	16.1%	17.3%	16.2%	17.0%	21.0%	18.0%
D=Response time is reasonable	19.4%	18.2%	21.8%	15.1%	16.6%	13.1%	22.0%	22.7%	19.9%	19.2%	19.8%	15.7%	22.9%	19.1%
E=Will go extra mile	15.7%	17.3%	22.7%	19.6%	20.7%	18.6%	22.6%	23.4%	26.3%	18.5%	25.1%	18.4%	19.2%	20.8%
F=Satisfied with my experience	3.2%	3.7%	3.7%	4.2%	3.2%	3.8%	2.6%	3.0%	5.9%	5.4%	5.3%	5.4%	7.0%	4.3%
Z=None	52.8%	51.9%	43.1%	49.1%	49.3%	50.0%	41.0%	38.1%	44.9%	43.5%	42.9%	54.3%	40.7%	45.9%

**Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q23a Availability of information regarding programs &amp; services</u>														
5=Very satisfied	10.6%	7.9%	8.4%	12.1%	9.7%	8.5%	6.9%	9.7%	14.4%	10.0%	11.7%	16.1%	11.2%	10.5%
4=Satisfied	33.3%	32.7%	29.3%	35.1%	39.2%	35.2%	37.7%	40.1%	37.3%	41.5%	36.0%	36.8%	35.5%	36.4%
3=Neutral	19.4%	35.0%	25.6%	22.6%	20.7%	25.8%	25.9%	28.4%	26.7%	24.2%	26.3%	21.1%	28.5%	25.5%
2=Dissatisfied	9.7%	5.6%	11.2%	9.4%	7.8%	8.9%	8.9%	9.7%	6.4%	7.7%	10.1%	9.4%	6.5%	8.6%
1=Very dissatisfied	3.7%	1.9%	3.3%	2.3%	3.7%	3.0%	3.0%	1.7%	3.0%	0.4%	2.4%	4.5%	2.3%	2.6%
9=Don't know	23.1%	16.8%	22.3%	18.5%	18.9%	18.6%	17.7%	10.4%	12.3%	16.2%	13.4%	12.1%	15.9%	16.5%

**Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q23b Quality of cultural facilities, theaters, museums &amp; arts centers</u>														
5=Very satisfied	8.3%	9.3%	9.3%	12.8%	10.1%	5.9%	6.9%	9.4%	15.7%	8.8%	10.1%	9.4%	9.8%	9.7%
4=Satisfied	25.5%	34.1%	29.2%	36.6%	31.8%	39.0%	40.7%	38.8%	37.7%	41.5%	38.9%	38.1%	33.6%	36.2%
3=Neutral	23.6%	34.1%	25.0%	21.9%	24.0%	28.0%	27.2%	27.1%	24.6%	25.0%	29.1%	21.5%	27.1%	26.0%
2=Dissatisfied	12.0%	6.1%	11.1%	8.3%	12.9%	6.8%	7.9%	9.4%	5.9%	9.6%	11.3%	11.7%	7.5%	9.2%
1=Very dissatisfied	5.6%	1.9%	4.6%	3.0%	3.7%	5.5%	4.6%	3.0%	3.8%	1.9%	1.2%	6.3%	3.7%	3.7%
9=Don't know	25.0%	14.5%	20.8%	17.4%	17.5%	14.8%	12.8%	12.4%	12.3%	13.1%	9.3%	13.0%	18.2%	15.2%

**Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q23c Availability of cultural facilities</u>														
5=Very satisfied	6.5%	8.4%	6.5%	12.5%	8.3%	4.7%	5.2%	6.0%	12.7%	6.9%	7.7%	9.4%	7.5%	7.8%
4=Satisfied	25.0%	33.6%	30.6%	35.5%	33.2%	35.2%	35.7%	33.8%	36.0%	38.8%	37.7%	31.8%	33.6%	34.1%
3=Neutral	24.1%	35.0%	24.1%	22.3%	22.1%	30.1%	27.2%	32.4%	25.8%	27.7%	28.3%	24.2%	27.6%	27.1%
2=Dissatisfied	13.4%	5.1%	11.6%	9.1%	13.4%	8.5%	12.1%	14.0%	7.2%	12.3%	15.0%	13.0%	7.9%	11.1%
1=Very dissatisfied	6.5%	2.3%	6.5%	4.2%	6.0%	5.9%	5.6%	2.3%	4.2%	2.3%	1.6%	7.2%	3.3%	4.4%
9=Don't know	24.5%	15.4%	20.8%	16.6%	17.1%	15.7%	14.1%	11.4%	14.0%	11.9%	9.7%	14.3%	20.1%	15.5%

**Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	

Q23d Availability of arts activities

5=Very satisfied	8.8%	9.3%	7.4%	12.1%	7.8%	5.5%	5.9%	7.7%	12.3%	7.7%	8.9%	8.5%	9.8%	8.5%
4=Satisfied	23.1%	29.4%	25.9%	35.1%	31.8%	36.0%	36.1%	34.4%	33.9%	38.1%	35.2%	36.8%	30.4%	33.1%
3=Neutral	23.6%	38.8%	25.5%	22.6%	24.4%	28.0%	27.9%	33.4%	27.1%	28.8%	29.1%	22.0%	25.2%	27.5%
2=Dissatisfied	12.5%	4.7%	12.0%	10.9%	13.4%	8.9%	10.5%	11.0%	7.6%	10.4%	14.6%	13.9%	11.2%	10.9%
1=Very dissatisfied	6.5%	2.3%	6.0%	3.8%	5.1%	5.9%	5.6%	3.3%	4.7%	2.7%	2.4%	6.3%	2.8%	4.4%
9=Don't know	25.5%	15.4%	23.1%	15.5%	17.5%	15.7%	14.1%	10.0%	14.4%	12.3%	9.7%	12.6%	20.6%	15.5%

**Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	

**Q23e Quality of County park system**

5=Very satisfied	6.5%	7.9%	8.3%	9.4%	6.5%	9.3%	7.2%	10.0%	12.7%	8.1%	10.1%	15.2%	8.9%	9.2%
4=Satisfied	34.3%	34.1%	29.2%	36.6%	31.8%	43.2%	42.3%	43.8%	41.9%	53.1%	45.3%	38.6%	44.9%	40.3%
3=Neutral	20.4%	32.7%	24.5%	26.4%	28.6%	26.7%	23.9%	26.1%	26.7%	22.3%	27.9%	21.1%	28.0%	25.7%
2=Dissatisfied	13.4%	8.4%	13.0%	4.9%	9.7%	6.8%	8.9%	13.0%	7.6%	5.0%	7.3%	8.5%	3.7%	8.5%
1=Very dissatisfied	6.9%	2.3%	6.9%	1.5%	4.1%	3.0%	4.6%	1.3%	4.2%	1.2%	1.6%	6.3%	1.9%	3.4%
9=Don't know	18.5%	14.5%	18.1%	21.1%	19.4%	11.0%	13.1%	5.7%	6.8%	10.4%	7.7%	10.3%	12.6%	12.8%



**Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q23f Quality of park ground maintenance</u>														
5=Very satisfied	7.9%	8.4%	7.9%	9.4%	6.0%	8.9%	6.9%	11.0%	12.7%	8.5%	9.7%	16.1%	9.3%	9.4%
4=Satisfied	34.3%	32.2%	27.8%	33.6%	34.1%	47.0%	40.3%	44.1%	46.2%	53.1%	48.6%	40.8%	44.4%	40.8%
3=Neutral	20.8%	34.6%	27.8%	27.5%	28.6%	22.0%	27.5%	26.8%	23.3%	20.0%	24.7%	18.8%	24.8%	25.2%
2=Dissatisfied	12.0%	7.0%	12.0%	5.7%	9.7%	8.1%	7.5%	10.0%	7.2%	6.5%	7.7%	9.9%	7.0%	8.4%
1=Very dissatisfied	6.9%	2.8%	6.9%	1.1%	3.7%	2.5%	4.3%	2.3%	3.8%	1.9%	1.6%	4.5%	1.4%	3.3%
9=Don't know	18.1%	15.0%	17.6%	22.6%	18.0%	11.4%	13.4%	5.7%	6.8%	10.0%	7.7%	9.9%	13.1%	12.8%

**Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	

**Q23g Quality of park facilities maintenance**

5=Very satisfied	7.9%	6.1%	6.9%	7.9%	6.0%	7.2%	6.2%	9.7%	13.6%	8.1%	8.9%	16.1%	8.4%	8.7%
4=Satisfied	31.0%	31.8%	27.3%	35.1%	32.3%	41.5%	37.4%	41.1%	43.2%	49.6%	44.1%	38.6%	41.1%	38.3%
3=Neutral	21.3%	35.5%	29.2%	25.7%	30.4%	28.8%	27.2%	29.4%	20.3%	21.2%	26.7%	17.5%	28.0%	26.2%
2=Dissatisfied	13.9%	7.9%	12.5%	6.0%	9.2%	7.2%	9.8%	11.0%	11.9%	7.7%	10.1%	11.7%	7.9%	9.7%
1=Very dissatisfied	6.0%	3.3%	5.6%	1.5%	3.7%	3.0%	4.9%	2.7%	3.4%	2.7%	1.2%	4.9%	1.4%	3.4%
9=Don't know	19.9%	15.4%	18.5%	23.8%	18.4%	12.3%	14.4%	6.0%	7.6%	10.8%	8.9%	11.2%	13.1%	13.7%

**Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q23h Quality of park programs</u>														
5=Very satisfied	6.9%	7.0%	7.9%	6.8%	6.0%	4.7%	4.6%	7.4%	11.0%	5.8%	8.1%	16.1%	6.1%	7.5%
4=Satisfied	22.2%	25.2%	21.3%	27.5%	24.0%	32.6%	27.9%	32.8%	32.2%	38.8%	34.8%	24.7%	34.1%	29.4%
3=Neutral	29.6%	31.3%	29.6%	27.5%	30.4%	33.1%	29.2%	29.1%	32.6%	26.9%	32.4%	20.6%	28.5%	29.3%
2=Dissatisfied	10.2%	7.5%	9.7%	6.8%	9.7%	6.4%	9.5%	8.7%	8.9%	6.5%	9.3%	11.7%	5.6%	8.5%
1=Very dissatisfied	6.5%	1.9%	5.6%	1.1%	2.8%	3.0%	2.6%	2.0%	3.8%	3.1%	2.0%	6.3%	1.4%	3.1%
9=Don't know	24.5%	27.1%	25.9%	30.2%	27.2%	20.3%	26.2%	20.1%	11.4%	18.8%	13.4%	20.6%	24.3%	22.3%

**Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q23i Availability of park programs</u>														
5=Very satisfied	6.9%	7.9%	6.9%	6.8%	6.0%	4.2%	4.6%	7.0%	10.6%	5.4%	8.9%	13.5%	6.5%	7.2%
4=Satisfied	22.7%	22.9%	18.1%	27.2%	23.5%	30.1%	28.2%	32.1%	28.8%	36.9%	31.2%	26.0%	29.4%	27.8%
3=Neutral	25.0%	31.8%	27.3%	26.8%	28.1%	29.7%	29.8%	31.1%	33.1%	28.8%	32.8%	17.9%	31.3%	28.8%
2=Dissatisfied	11.1%	9.8%	12.0%	7.9%	11.5%	9.7%	9.2%	10.0%	8.1%	6.5%	11.3%	13.9%	6.5%	9.8%
1=Very dissatisfied	7.9%	2.8%	6.5%	1.9%	2.8%	3.8%	2.3%	2.7%	4.7%	2.7%	2.4%	6.7%	1.4%	3.6%
9=Don't know	26.4%	24.8%	29.2%	29.4%	28.1%	22.5%	25.9%	17.1%	14.8%	19.6%	13.4%	22.0%	24.8%	22.7%

**Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	

Q23j Availability of green space near your home

5=Very satisfied	6.9%	8.9%	7.9%	9.1%	7.4%	9.3%	7.5%	9.4%	11.9%	7.7%	14.6%	13.0%	8.4%	9.4%
4=Satisfied	21.8%	29.0%	20.8%	37.4%	30.0%	33.9%	33.1%	41.1%	30.1%	42.3%	35.6%	31.8%	36.4%	33.0%
3=Neutral	25.5%	25.7%	26.4%	21.5%	19.8%	22.5%	20.0%	20.1%	25.4%	22.7%	23.1%	24.2%	24.8%	23.0%
2=Dissatisfied	13.9%	14.0%	12.0%	11.3%	17.1%	15.3%	14.1%	17.4%	11.4%	12.3%	13.4%	9.9%	12.1%	13.5%
1=Very dissatisfied	10.6%	6.5%	12.0%	4.5%	11.1%	8.1%	13.1%	6.4%	12.3%	5.8%	6.1%	12.1%	4.7%	8.7%
9=Don't know	21.3%	15.9%	20.8%	16.2%	14.7%	11.0%	12.1%	5.7%	8.9%	9.2%	7.3%	9.0%	13.6%	12.5%

**Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	

**Q23k Quality of the County's library system**

5=Very satisfied	17.6%	14.0%	10.2%	18.5%	18.0%	18.2%	13.1%	19.7%	24.6%	21.5%	17.4%	19.7%	15.0%	17.6%
4=Satisfied	31.0%	38.8%	26.4%	31.3%	31.3%	41.5%	39.3%	45.2%	40.3%	45.8%	51.0%	43.0%	41.1%	39.2%
3=Neutral	17.6%	20.1%	24.5%	14.3%	18.4%	19.1%	17.7%	17.7%	17.8%	13.1%	16.2%	14.8%	17.8%	17.5%
2=Dissatisfied	5.1%	3.7%	5.1%	2.3%	6.5%	1.7%	4.6%	4.7%	0.8%	2.7%	2.0%	3.6%	3.3%	3.5%
1=Very dissatisfied	1.9%	0.9%	1.9%	1.5%	2.3%	0.8%	0.7%	0.3%	1.7%	0.8%	0.4%	3.6%	1.4%	1.3%
9=Don't know	26.9%	22.4%	31.9%	32.1%	23.5%	18.6%	24.6%	12.4%	14.8%	16.2%	13.0%	15.2%	21.5%	20.8%

**Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q23l Quality of library facilities maintenance</u>														
5=Very satisfied	15.3%	12.6%	6.9%	17.4%	16.1%	16.5%	12.1%	17.1%	23.7%	18.1%	17.0%	19.3%	13.1%	15.9%
4=Satisfied	31.5%	35.5%	30.1%	30.6%	29.0%	44.1%	40.3%	45.2%	41.1%	48.5%	49.4%	42.6%	42.1%	39.5%
3=Neutral	17.6%	21.5%	21.8%	15.5%	18.4%	16.5%	18.4%	19.7%	16.5%	15.8%	16.2%	17.5%	16.8%	17.8%
2=Dissatisfied	5.1%	4.7%	5.1%	3.0%	8.3%	3.4%	3.6%	4.0%	1.7%	1.5%	2.8%	2.7%	4.2%	3.8%
1=Very dissatisfied	1.9%	0.5%	1.9%	1.5%	1.8%	0.8%	0.7%	0.3%	1.7%	0.4%	0.8%	2.2%	0.9%	1.1%
9=Don't know	28.7%	25.2%	34.3%	32.1%	26.3%	18.6%	24.9%	13.7%	15.3%	15.8%	13.8%	15.7%	22.9%	21.9%

**Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q23m Availability of the materials you need</u>														
5=Very satisfied	16.7%	13.6%	9.3%	15.8%	17.1%	12.3%	11.5%	16.1%	22.9%	17.3%	15.4%	18.8%	12.1%	15.3%
4=Satisfied	30.1%	35.0%	25.0%	32.1%	31.3%	39.4%	36.7%	39.1%	37.3%	45.4%	44.9%	41.7%	39.3%	36.9%
3=Neutral	17.1%	21.5%	25.0%	13.2%	15.7%	23.3%	19.3%	23.7%	17.4%	18.1%	19.0%	15.2%	19.6%	19.1%
2=Dissatisfied	6.9%	3.7%	5.1%	5.7%	9.2%	3.8%	6.6%	5.7%	3.0%	2.3%	7.3%	4.9%	4.2%	5.3%
1=Very dissatisfied	2.8%	1.9%	2.3%	1.5%	2.8%	1.3%	1.0%	2.0%	2.5%	0.8%	0.4%	2.7%	1.4%	1.7%
9=Don't know	26.4%	24.3%	33.3%	31.7%	24.0%	19.9%	24.9%	13.4%	16.9%	16.2%	13.0%	16.6%	23.4%	21.6%



**Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	

Q23n Hours libraries are open

5=Very satisfied	14.8%	11.2%	6.0%	17.0%	15.2%	12.3%	10.8%	12.7%	18.6%	16.9%	16.6%	15.2%	10.7%	13.8%
4=Satisfied	35.2%	35.5%	28.7%	28.7%	33.2%	39.4%	37.7%	43.5%	40.3%	45.8%	44.9%	41.3%	39.7%	38.2%
3=Neutral	16.7%	21.0%	23.6%	16.6%	18.9%	20.8%	18.7%	20.4%	18.2%	17.3%	19.8%	17.0%	18.7%	19.0%
2=Dissatisfied	4.6%	6.1%	6.5%	3.8%	5.1%	5.9%	7.2%	8.0%	4.2%	3.1%	6.1%	5.8%	6.1%	5.6%
1=Very dissatisfied	1.4%	2.8%	3.7%	1.5%	3.2%	2.1%	1.3%	2.3%	2.5%	0.8%	0.0%	4.5%	1.9%	2.1%
9=Don't know	27.3%	23.4%	31.5%	32.5%	24.4%	19.5%	24.3%	13.0%	16.1%	16.2%	12.6%	16.1%	22.9%	21.3%

**EXCLUDING DON'T KNOWS**

**Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q23a Availability of information regarding programs &amp; services</u>														
5=Very satisfied	13.9%	9.6%	10.8%	14.8%	11.9%	10.4%	8.4%	10.8%	16.4%	11.9%	13.6%	18.4%	13.3%	12.6%
4=Satisfied	43.4%	39.3%	37.7%	43.1%	48.3%	43.2%	45.8%	44.8%	42.5%	49.5%	41.6%	41.8%	42.2%	43.5%
3=Neutral	25.3%	42.1%	32.9%	27.8%	25.6%	31.8%	31.5%	31.7%	30.4%	28.9%	30.4%	24.0%	33.9%	30.5%
2=Dissatisfied	12.7%	6.7%	14.4%	11.6%	9.7%	10.9%	10.8%	10.8%	7.2%	9.2%	11.7%	10.7%	7.8%	10.3%
1=Very dissatisfied	4.8%	2.2%	4.2%	2.8%	4.5%	3.6%	3.6%	1.9%	3.4%	0.5%	2.8%	5.1%	2.8%	3.2%

**EXCLUDING DON'T KNOWS**

**Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q23b Quality of cultural facilities, theaters, museums &amp; arts centers</u>														
5=Very satisfied	11.1%	10.9%	11.7%	15.5%	12.3%	7.0%	7.9%	10.7%	17.9%	10.2%	11.2%	10.8%	12.0%	11.4%
4=Satisfied	34.0%	39.9%	36.8%	44.3%	38.5%	45.8%	46.6%	44.3%	43.0%	47.8%	42.9%	43.8%	41.1%	42.7%
3=Neutral	31.5%	39.9%	31.6%	26.5%	29.1%	32.8%	31.2%	30.9%	28.0%	28.8%	32.1%	24.7%	33.1%	30.7%
2=Dissatisfied	16.0%	7.1%	14.0%	10.0%	15.6%	8.0%	9.0%	10.7%	6.8%	11.1%	12.5%	13.4%	9.1%	10.9%
1=Very dissatisfied	7.4%	2.2%	5.8%	3.7%	4.5%	6.5%	5.3%	3.4%	4.3%	2.2%	1.3%	7.2%	4.6%	4.4%

**EXCLUDING DON'T KNOWS****Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q23c Availability of cultural facilities</u>														
5=Very satisfied	8.6%	9.9%	8.2%	14.9%	10.0%	5.5%	6.1%	6.8%	14.8%	7.9%	8.5%	11.0%	9.4%	9.3%
4=Satisfied	33.1%	39.8%	38.6%	42.5%	40.0%	41.7%	41.6%	38.1%	41.9%	44.1%	41.7%	37.2%	42.1%	40.4%
3=Neutral	31.9%	41.4%	30.4%	26.7%	26.7%	35.7%	31.7%	36.6%	30.0%	31.4%	31.4%	28.3%	34.5%	32.1%
2=Dissatisfied	17.8%	6.1%	14.6%	10.9%	16.1%	10.1%	14.1%	15.8%	8.4%	14.0%	16.6%	15.2%	9.9%	13.1%
1=Very dissatisfied	8.6%	2.8%	8.2%	5.0%	7.2%	7.0%	6.5%	2.6%	4.9%	2.6%	1.8%	8.4%	4.1%	5.2%

**EXCLUDING DON'T KNOWS****Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q23d Availability of arts activities</u>														
5=Very satisfied	11.8%	11.0%	9.6%	14.3%	9.5%	6.5%	6.9%	8.6%	14.4%	8.8%	9.9%	9.7%	12.4%	10.1%
4=Satisfied	31.1%	34.8%	33.7%	41.5%	38.5%	42.7%	42.0%	38.3%	39.6%	43.4%	39.0%	42.1%	38.2%	39.2%
3=Neutral	31.7%	45.9%	33.1%	26.8%	29.6%	33.2%	32.4%	37.2%	31.7%	32.9%	32.3%	25.1%	31.8%	32.6%
2=Dissatisfied	16.8%	5.5%	15.7%	12.9%	16.2%	10.6%	12.2%	12.3%	8.9%	11.8%	16.1%	15.9%	14.1%	12.9%
1=Very dissatisfied	8.7%	2.8%	7.8%	4.5%	6.1%	7.0%	6.5%	3.7%	5.4%	3.1%	2.7%	7.2%	3.5%	5.2%

**EXCLUDING DON'T KNOWS**

**Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q23e Quality of County park system</u>														
5=Very satisfied	8.0%	9.3%	10.2%	12.0%	8.0%	10.5%	8.3%	10.6%	13.6%	9.0%	11.0%	17.0%	10.2%	10.6%
4=Satisfied	42.0%	39.9%	35.6%	46.4%	39.4%	48.6%	48.7%	46.5%	45.0%	59.2%	49.1%	43.0%	51.3%	46.2%
3=Neutral	25.0%	38.3%	29.9%	33.5%	35.4%	30.0%	27.5%	27.7%	28.6%	24.9%	30.3%	23.5%	32.1%	29.5%
2=Dissatisfied	16.5%	9.8%	15.8%	6.2%	12.0%	7.6%	10.2%	13.8%	8.2%	5.6%	7.9%	9.5%	4.3%	9.7%
1=Very dissatisfied	8.5%	2.7%	8.5%	1.9%	5.1%	3.3%	5.3%	1.4%	4.5%	1.3%	1.8%	7.0%	2.1%	3.9%

**EXCLUDING DON'T KNOWS****Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q23f Quality of park ground maintenance</u>														
5=Very satisfied	9.6%	9.9%	9.6%	12.2%	7.3%	10.0%	8.0%	11.7%	13.6%	9.4%	10.5%	17.9%	10.8%	10.8%
4=Satisfied	41.8%	37.9%	33.7%	43.4%	41.6%	53.1%	46.6%	46.8%	49.5%	59.0%	52.6%	45.3%	51.1%	46.8%
3=Neutral	25.4%	40.7%	33.7%	35.6%	34.8%	24.9%	31.8%	28.4%	25.0%	22.2%	26.8%	20.9%	28.5%	28.9%
2=Dissatisfied	14.7%	8.2%	14.6%	7.3%	11.8%	9.1%	8.7%	10.6%	7.7%	7.3%	8.3%	10.9%	8.1%	9.7%
1=Very dissatisfied	8.5%	3.3%	8.4%	1.5%	4.5%	2.9%	4.9%	2.5%	4.1%	2.1%	1.8%	5.0%	1.6%	3.8%

**EXCLUDING DON'T KNOWS**

**Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q23g Quality of park facilities maintenance</u>														
5=Very satisfied	9.8%	7.2%	8.5%	10.4%	7.3%	8.2%	7.3%	10.3%	14.7%	9.1%	9.8%	18.2%	9.7%	10.0%
4=Satisfied	38.7%	37.6%	33.5%	46.0%	39.5%	47.3%	43.7%	43.8%	46.8%	55.6%	48.4%	43.4%	47.3%	44.4%
3=Neutral	26.6%	42.0%	35.8%	33.7%	37.3%	32.9%	31.8%	31.3%	22.0%	23.7%	29.3%	19.7%	32.3%	30.4%
2=Dissatisfied	17.3%	9.4%	15.3%	7.9%	11.3%	8.2%	11.5%	11.7%	12.8%	8.6%	11.1%	13.1%	9.1%	11.3%
1=Very dissatisfied	7.5%	3.9%	6.8%	2.0%	4.5%	3.4%	5.7%	2.8%	3.7%	3.0%	1.3%	5.6%	1.6%	3.9%



**EXCLUDING DON'T KNOWS**

**Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148

	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q23h Quality of park programs</u>														
5=Very satisfied	9.2%	9.6%	10.6%	9.7%	8.2%	5.9%	6.2%	9.2%	12.4%	7.1%	9.3%	20.3%	8.0%	9.6%
4=Satisfied	29.4%	34.6%	28.8%	39.5%	32.9%	41.0%	37.8%	41.0%	36.4%	47.9%	40.2%	31.1%	45.1%	37.8%
3=Neutral	39.3%	42.9%	40.0%	39.5%	41.8%	41.5%	39.6%	36.4%	36.8%	33.2%	37.4%	26.0%	37.7%	37.7%
2=Dissatisfied	13.5%	10.3%	13.1%	9.7%	13.3%	8.0%	12.9%	10.9%	10.0%	8.1%	10.7%	14.7%	7.4%	10.9%
1=Very dissatisfied	8.6%	2.6%	7.5%	1.6%	3.8%	3.7%	3.6%	2.5%	4.3%	3.8%	2.3%	7.9%	1.9%	4.0%

**EXCLUDING DON'T KNOWS****Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148

	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q23i Availability of park programs</u>														
5=Very satisfied	9.4%	10.6%	9.8%	9.6%	8.3%	5.5%	6.2%	8.5%	12.4%	6.7%	10.3%	17.2%	8.7%	9.4%
4=Satisfied	30.8%	30.4%	25.5%	38.5%	32.7%	38.8%	38.1%	38.7%	33.8%	45.9%	36.0%	33.3%	39.1%	36.0%
3=Neutral	34.0%	42.2%	38.6%	38.0%	39.1%	38.3%	40.3%	37.5%	38.8%	35.9%	37.9%	23.0%	41.6%	37.3%
2=Dissatisfied	15.1%	13.0%	17.0%	11.2%	16.0%	12.6%	12.4%	12.1%	9.5%	8.1%	13.1%	17.8%	8.7%	12.6%
1=Very dissatisfied	10.7%	3.7%	9.2%	2.7%	3.8%	4.9%	3.1%	3.2%	5.5%	3.3%	2.8%	8.6%	1.9%	4.7%

**EXCLUDING DON'T KNOWS****Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148

District													Total
1	2	3	4	5	6	7	8	9	10	11	12	13	

Q23j Availability of green space near your home

5=Very satisfied	8.8%	10.6%	9.9%	10.8%	8.6%	10.5%	8.6%	9.9%	13.0%	8.5%	15.7%	14.3%	9.7%	10.7%
4=Satisfied	27.6%	34.4%	26.3%	44.6%	35.1%	38.1%	37.7%	43.6%	33.0%	46.6%	38.4%	35.0%	42.2%	37.7%
3=Neutral	32.4%	30.6%	33.3%	25.7%	23.2%	25.2%	22.8%	21.3%	27.9%	25.0%	24.9%	26.6%	28.6%	26.3%
2=Dissatisfied	17.6%	16.7%	15.2%	13.5%	20.0%	17.1%	16.0%	18.4%	12.6%	13.6%	14.4%	10.8%	14.1%	15.4%
1=Very dissatisfied	13.5%	7.8%	15.2%	5.4%	13.0%	9.0%	14.9%	6.7%	13.5%	6.4%	6.6%	13.3%	5.4%	9.9%

**EXCLUDING DON'T KNOWS****Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148

	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q23k Quality of the County's library system</u>														
5=Very satisfied	24.1%	18.1%	15.0%	27.2%	23.5%	22.4%	17.4%	22.5%	28.9%	25.7%	20.0%	23.3%	19.0%	22.2%
4=Satisfied	42.4%	50.0%	38.8%	46.1%	41.0%	51.0%	52.2%	51.5%	47.3%	54.6%	58.6%	50.8%	52.4%	49.6%
3=Neutral	24.1%	25.9%	36.1%	21.1%	24.1%	23.4%	23.5%	20.2%	20.9%	15.6%	18.6%	17.5%	22.6%	22.1%
2=Dissatisfied	7.0%	4.8%	7.5%	3.3%	8.4%	2.1%	6.1%	5.3%	1.0%	3.2%	2.3%	4.2%	4.2%	4.5%
1=Very dissatisfied	2.5%	1.2%	2.7%	2.2%	3.0%	1.0%	0.9%	0.4%	2.0%	0.9%	0.5%	4.2%	1.8%	1.7%

**EXCLUDING DON'T KNOWS****Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148

	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q23l Quality of library facilities maintenance</u>														
5=Very satisfied	21.4%	16.9%	10.6%	25.6%	21.9%	20.3%	16.2%	19.8%	28.0%	21.5%	19.7%	22.9%	17.0%	20.3%
4=Satisfied	44.2%	47.5%	45.8%	45.0%	39.4%	54.2%	53.7%	52.3%	48.5%	57.5%	57.3%	50.5%	54.5%	50.6%
3=Neutral	24.7%	28.8%	33.1%	22.8%	25.0%	20.3%	24.5%	22.9%	19.5%	18.7%	18.8%	20.7%	21.8%	22.8%
2=Dissatisfied	7.1%	6.3%	7.7%	4.4%	11.3%	4.2%	4.8%	4.7%	2.0%	1.8%	3.3%	3.2%	5.5%	4.8%
1=Very dissatisfied	2.6%	0.6%	2.8%	2.2%	2.5%	1.0%	0.9%	0.4%	2.0%	0.5%	0.9%	2.7%	1.2%	1.5%

**EXCLUDING DON'T KNOWS****Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q23m Availability of the materials you need</u>														
5=Very satisfied	22.6%	17.9%	13.9%	23.2%	22.4%	15.3%	15.3%	18.5%	27.6%	20.6%	17.7%	22.6%	15.9%	19.5%
4=Satisfied	40.9%	46.3%	37.5%	47.0%	41.2%	49.2%	48.9%	45.2%	44.9%	54.1%	51.6%	50.0%	51.2%	47.1%
3=Neutral	23.3%	28.4%	37.5%	19.3%	20.6%	29.1%	25.8%	27.4%	20.9%	21.6%	21.9%	18.3%	25.6%	24.4%
2=Dissatisfied	9.4%	4.9%	7.6%	8.3%	12.1%	4.8%	8.7%	6.6%	3.6%	2.8%	8.4%	5.9%	5.5%	6.7%
1=Very dissatisfied	3.8%	2.5%	3.5%	2.2%	3.6%	1.6%	1.3%	2.3%	3.1%	0.9%	0.5%	3.2%	1.8%	2.2%

**EXCLUDING DON'T KNOWS****Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q23n Hours libraries are open</u>														
5=Very satisfied	20.4%	14.6%	8.8%	25.1%	20.1%	15.3%	14.3%	14.6%	22.2%	20.2%	19.0%	18.2%	13.9%	17.5%
4=Satisfied	48.4%	46.3%	41.9%	42.5%	43.9%	48.9%	49.8%	50.0%	48.0%	54.6%	51.4%	49.2%	51.5%	48.5%
3=Neutral	22.9%	27.4%	34.5%	24.6%	25.0%	25.8%	24.7%	23.5%	21.7%	20.6%	22.7%	20.3%	24.2%	24.2%
2=Dissatisfied	6.4%	7.9%	9.5%	5.6%	6.7%	7.4%	9.5%	9.2%	5.1%	3.7%	6.9%	7.0%	7.9%	7.1%
1=Very dissatisfied	1.9%	3.7%	5.4%	2.2%	4.3%	2.6%	1.7%	2.7%	3.0%	0.9%	0.0%	5.3%	2.4%	2.7%

**Q24. Which TWO of the library services listed above do you think Miami-Dade County needs to improve the MOST?**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q24 1<sup>st</sup> choice</u>														
A=Availability of information	2.8%	3.3%	3.7%	3.8%	3.2%	2.5%	3.9%	1.3%	0.8%	1.5%	2.8%	4.0%	2.8%	2.8%
B=Quality of cultural facilities	1.4%	2.3%	0.0%	0.0%	3.2%	1.7%	1.0%	0.7%	0.4%	3.8%	3.2%	1.3%	4.7%	1.8%
C=Availability of cultural facilities	0.9%	0.9%	1.9%	1.1%	0.9%	2.1%	1.0%	2.3%	1.7%	1.5%	1.2%	4.9%	2.3%	1.7%
D=Availability of arts activities	1.9%	1.9%	1.9%	2.3%	0.9%	2.1%	0.7%	2.0%	0.8%	0.4%	2.8%	3.1%	2.8%	1.8%
E=Quality of County park system	1.4%	0.9%	3.2%	0.8%	0.9%	1.7%	1.0%	2.3%	1.7%	1.5%	0.8%	2.2%	1.9%	1.6%
F=Quality of park ground maintenance	0.9%	2.3%	2.8%	2.3%	2.8%	1.7%	1.3%	2.0%	0.8%	0.8%	0.4%	0.4%	0.5%	1.5%
G=Quality of park facilities maintenance	1.4%	1.9%	0.9%	1.5%	0.5%	0.0%	2.0%	0.3%	1.3%	2.3%	1.6%	0.0%	0.5%	1.1%



**Q24. Which TWO of the library services listed above do you think Miami-Dade County needs to improve the MOST?**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q24 1<sup>st</sup> choice (Cont.)</u>														
H=Quality of park programs	0.5%	1.9%	0.5%	0.4%	0.9%	0.8%	1.0%	0.7%	1.7%	0.8%	0.8%	1.8%	0.5%	0.9%
I=Availability of park programs	1.9%	0.5%	0.5%	0.0%	0.9%	2.1%	0.7%	2.0%	1.7%	0.4%	1.2%	1.3%	0.5%	1.0%
J=Availability of green space near your home	0.9%	1.9%	3.7%	3.0%	4.6%	1.3%	3.3%	3.7%	3.4%	2.3%	2.0%	2.7%	3.3%	2.8%
K=Quality of the County's library system	7.4%	11.7%	8.3%	4.9%	4.1%	6.8%	5.2%	3.0%	4.7%	5.8%	6.5%	2.2%	6.5%	5.8%
L=Quality of library facilities maintenance	3.2%	3.7%	1.4%	2.6%	1.4%	2.1%	2.6%	3.3%	3.8%	2.3%	2.8%	4.9%	1.9%	2.8%
M=Availability of the materials you need	10.6%	7.9%	8.3%	7.9%	9.2%	10.2%	14.1%	12.0%	9.3%	10.0%	12.1%	8.5%	12.1%	10.3%
N=Hours libraries are open	8.8%	8.4%	6.9%	7.5%	8.8%	9.3%	7.9%	10.7%	7.6%	7.7%	7.7%	8.1%	7.0%	8.2%

**Q24. Which TWO of the library services listed above do you think Miami-Dade County needs to improve the MOST?**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q24 1<sup>st</sup> choice (Cont.)</u>														
Z=None chosen	56.0%	50.5%	56.0%	61.9%	57.6%	55.5%	54.4%	53.5%	60.2%	58.8%	53.8%	54.3%	52.8%	55.8%

**Q24. Which TWO of the library services listed above do you think Miami-Dade County needs to improve the MOST?**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q24 2nd</u>														
A=Availability of information	0.9%	0.0%	0.9%	0.4%	0.5%	0.8%	0.7%	2.0%	0.4%	1.2%	0.8%	0.4%	1.4%	0.8%
B=Quality of cultural facilities	0.9%	1.9%	3.2%	1.1%	1.8%	1.3%	1.3%	1.0%	0.0%	0.4%	0.4%	0.4%	0.5%	1.1%
C=Availability of cultural facilities	1.4%	0.5%	1.4%	3.4%	2.8%	1.7%	1.6%	1.3%	1.3%	0.0%	2.0%	1.8%	1.4%	1.6%
D=Availability of arts activities	0.9%	2.3%	1.4%	1.5%	3.2%	2.5%	1.0%	2.7%	1.3%	0.8%	3.2%	4.5%	3.3%	2.2%
E=Quality of County park system	2.3%	0.9%	1.4%	0.8%	0.5%	0.8%	1.0%	1.0%	0.4%	1.2%	1.2%	2.7%	4.7%	1.4%
F=Quality of park ground maintenance	1.4%	0.0%	1.9%	0.4%	0.9%	0.0%	1.3%	1.7%	1.3%	0.8%	0.8%	1.3%	0.9%	1.0%
G=Quality of park facilities maintenance	0.5%	0.9%	2.8%	1.1%	3.2%	2.5%	1.0%	3.0%	1.7%	3.1%	1.6%	2.7%	1.4%	2.0%

**Q24. Which TWO of the library services listed above do you think Miami-Dade County needs to improve the MOST?**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q24 2nd (Cont.)</u>														
H=Quality of park programs	0.5%	0.9%	1.9%	1.5%	0.9%	0.8%	1.0%	0.3%	0.4%	1.9%	0.4%	1.3%	2.3%	1.1%
I=Availability of park programs	1.9%	1.4%	1.4%	1.5%	1.4%	2.1%	1.6%	2.0%	3.0%	1.5%	2.0%	0.9%	0.5%	1.7%
J=Availability of green space near your home	2.8%	1.4%	0.0%	1.1%	1.8%	2.1%	1.3%	1.7%	2.1%	1.9%	1.6%	1.8%	1.4%	1.6%
K=Quality of the County's library system	6.0%	3.7%	5.1%	2.6%	4.1%	1.7%	4.3%	2.7%	3.0%	4.2%	4.5%	2.7%	3.3%	3.7%
L=Quality of library facilities maintenance	4.6%	7.9%	2.3%	3.8%	3.2%	3.4%	3.0%	2.3%	3.0%	4.2%	4.9%	2.2%	5.6%	3.8%
M=Availability of the materials you need	7.9%	9.3%	7.4%	7.9%	5.5%	9.7%	7.2%	9.7%	6.8%	6.5%	8.9%	5.8%	6.1%	7.7%
N=Hours libraries are open	6.5%	11.2%	7.4%	3.8%	5.5%	8.9%	10.2%	8.4%	11.4%	5.4%	6.5%	9.0%	10.7%	8.0%

**Q24. Which TWO of the library services listed above do you think Miami-Dade County needs to improve the MOST?**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
Z=None chosen	61.6%	57.5%	61.6%	69.1%	64.5%	61.4%	63.6%	60.2%	64.0%	66.9%	61.1%	62.3%	56.5%	62.5%

Q24 2nd (Cont.)

**Q24. Which TWO of the library services listed above do you think Miami-Dade County needs to improve the MOST? (both selections)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
Q24 Sum of Top 2 Choices														
A=Availability of information	3.7%	3.3%	4.6%	4.2%	3.7%	3.4%	4.6%	3.3%	1.3%	2.7%	3.6%	4.5%	4.2%	3.6%
B=Quality of cultural facilities	2.3%	4.2%	3.2%	1.1%	5.1%	3.0%	2.3%	1.7%	0.4%	4.2%	3.6%	1.8%	5.1%	2.9%
C=Availability of cultural facilities	2.3%	1.4%	3.2%	4.5%	3.7%	3.8%	2.6%	3.7%	3.0%	1.5%	3.2%	6.7%	3.7%	3.3%
D=Availability of arts activities	2.8%	4.2%	3.2%	3.8%	4.1%	4.7%	1.6%	4.7%	2.1%	1.2%	6.1%	7.6%	6.1%	3.9%
E=Quality of County park system	3.7%	1.9%	4.6%	1.5%	1.4%	2.5%	2.0%	3.3%	2.1%	2.7%	2.0%	4.9%	6.5%	3.0%
F=Quality of park ground maintenance	2.3%	2.3%	4.6%	2.6%	3.7%	1.7%	2.6%	3.7%	2.1%	1.5%	1.2%	1.8%	1.4%	2.4%
G=Quality of park facilities maintenance	1.9%	2.8%	3.7%	2.6%	3.7%	2.5%	3.0%	3.3%	3.0%	5.4%	3.2%	2.7%	1.9%	3.1%

**Q24. Which TWO of the library services listed above do you think Miami-Dade County needs to improve the MOST? (both selections)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q24 Sum of Top 2 Choices (Cont.)</u>														
H=Quality of park programs	0.9%	2.8%	2.3%	1.9%	1.8%	1.7%	2.0%	1.0%	2.1%	2.7%	1.2%	3.1%	2.8%	2.0%
I=Availability of park programs	3.7%	1.9%	1.9%	1.5%	2.3%	4.2%	2.3%	4.0%	4.7%	1.9%	3.2%	2.2%	0.9%	2.7%
J=Availability of green space near your home	3.7%	3.3%	3.7%	4.2%	6.5%	3.4%	4.6%	5.4%	5.5%	4.2%	3.6%	4.5%	4.7%	4.4%
K=Quality of the County's library system	13.4%	15.4%	13.4%	7.5%	8.3%	8.5%	9.5%	5.7%	7.6%	10.0%	10.9%	4.9%	9.8%	9.5%
L=Quality of library facilities maintenance	7.9%	11.7%	3.7%	6.4%	4.6%	5.5%	5.6%	5.7%	6.8%	6.5%	7.7%	7.2%	7.5%	6.6%
M=Availability of the materials you need	18.5%	17.3%	15.7%	15.8%	14.7%	19.9%	21.3%	21.7%	16.1%	16.5%	21.1%	14.3%	18.2%	18.0%
N=Hours libraries are open	15.3%	19.6%	14.4%	11.3%	14.3%	18.2%	18.0%	19.1%	19.1%	13.1%	14.2%	17.0%	17.8%	16.3%

**Q24. Which TWO of the library services listed above do you think Miami-Dade County needs to improve the MOST? (both selections)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q24 Sum of Top 2 Choices (Cont.)</u>														
Z=None chosen	56.0%	50.5%	56.0%	61.9%	57.6%	55.5%	54.4%	53.5%	60.2%	58.8%	53.8%	54.3%	52.8%	55.8%

**Q25. Community Relations Ratings. Please rate your level of agreement with the following statements:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q25a Racial tension is a problem in County as a whole</u>														
5=Strongly agree	21.8%	21.5%	22.7%	12.5%	11.5%	13.6%	14.8%	16.4%	18.2%	7.7%	14.2%	8.1%	12.6%	14.9%
4=Agree	26.9%	26.6%	29.2%	28.3%	33.6%	26.3%	32.1%	32.1%	29.7%	33.8%	30.4%	24.7%	25.7%	29.4%
3=Neutral	18.5%	22.9%	17.6%	29.1%	19.4%	29.2%	23.0%	23.4%	23.3%	30.0%	23.1%	24.7%	23.4%	23.8%
2=Disagree	15.3%	15.0%	14.4%	14.7%	18.4%	17.8%	19.7%	17.7%	16.1%	14.2%	23.5%	21.1%	20.6%	17.6%
1=Strongly disagree	5.6%	4.7%	5.6%	4.5%	8.3%	6.4%	2.6%	3.0%	5.9%	5.0%	4.5%	11.2%	9.3%	5.7%
9=Don't know	12.0%	9.3%	10.6%	10.9%	8.8%	6.8%	7.9%	7.4%	6.8%	9.2%	4.5%	10.3%	8.4%	8.6%



**Q25. Community Relations Ratings. Please rate your level of agreement with the following statements:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q25b Racial tension is problem in neighborhood</u>														
5=Strongly agree	5.6%	4.7%	8.8%	3.4%	5.1%	5.1%	4.3%	3.0%	7.2%	1.2%	4.5%	2.2%	3.7%	4.4%
4=Agree	10.6%	12.6%	13.4%	9.8%	11.5%	11.4%	8.5%	7.0%	9.7%	7.7%	5.7%	10.3%	9.8%	9.7%
3=Neutral	24.5%	25.7%	23.1%	25.3%	17.1%	23.3%	21.6%	24.7%	29.2%	22.3%	22.3%	21.5%	20.6%	23.2%
2=Disagree	34.7%	36.4%	28.7%	32.8%	40.6%	31.8%	38.7%	39.8%	30.9%	39.6%	49.0%	39.9%	39.3%	37.2%
1=Strongly disagree	12.0%	11.2%	13.4%	17.0%	17.5%	20.8%	19.7%	18.1%	16.5%	18.8%	14.6%	17.9%	18.2%	16.8%
9=Don't know	12.5%	9.3%	12.5%	11.7%	8.3%	7.6%	7.2%	7.4%	6.4%	10.4%	4.0%	8.1%	8.4%	8.7%

**Q25. Community Relations Ratings. Please rate your level of agreement with the following statements:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q25c Good job of promoting positive relations between different groups</u>														
5=Strongly agree	6.9%	7.5%	8.3%	4.5%	10.6%	8.5%	3.9%	5.4%	8.5%	6.2%	11.3%	8.5%	6.5%	7.3%
4=Agree	20.8%	20.1%	17.6%	26.0%	22.1%	29.2%	24.3%	22.4%	25.0%	31.5%	25.9%	30.0%	34.1%	25.3%
3=Neutral	24.5%	31.8%	25.9%	34.3%	31.8%	29.2%	28.2%	31.4%	28.8%	32.3%	35.6%	27.8%	29.4%	30.2%
2=Disagree	17.6%	14.5%	19.0%	9.4%	15.2%	11.9%	22.0%	19.1%	13.1%	10.0%	14.6%	11.7%	12.6%	14.8%
1=Strongly disagree	14.8%	10.7%	13.0%	7.2%	9.7%	6.8%	8.9%	8.0%	12.7%	6.9%	4.0%	7.2%	4.2%	8.7%
9=Don't know	15.3%	15.4%	16.2%	18.5%	10.6%	14.4%	12.8%	13.7%	11.9%	13.1%	8.5%	14.8%	13.1%	13.7%

**EXCLUDING DON'T KNOWS****Q25. Community Relations Ratings. Please rate your level of agreement with the following statements: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q25a Racial tension is a problem in County as a whole</u>														
5=Strongly agree	24.7%	23.7%	25.4%	14.0%	12.6%	14.5%	16.0%	17.7%	19.5%	8.5%	14.8%	9.0%	13.8%	16.3%
4=Agree	30.5%	29.4%	32.6%	31.8%	36.9%	28.2%	34.9%	34.7%	31.8%	37.3%	31.8%	27.5%	28.1%	32.2%
3=Neutral	21.1%	25.3%	19.7%	32.6%	21.2%	31.4%	24.9%	25.3%	25.0%	33.1%	24.2%	27.5%	25.5%	26.1%
2=Disagree	17.4%	16.5%	16.1%	16.5%	20.2%	19.1%	21.4%	19.1%	17.3%	15.7%	24.6%	23.5%	22.4%	19.3%
1=Strongly disagree	6.3%	5.2%	6.2%	5.1%	9.1%	6.8%	2.8%	3.2%	6.4%	5.5%	4.7%	12.5%	10.2%	6.2%

**EXCLUDING DON'T KNOWS**

**Q25. Community Relations Ratings. Please rate your level of agreement with the following statements: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q25b Racial tension is problem in neighborhood</u>														
5=Strongly agree	6.3%	5.2%	10.1%	3.8%	5.5%	5.5%	4.6%	3.2%	7.7%	1.3%	4.6%	2.4%	4.1%	4.8%
4=Agree	12.2%	13.9%	15.3%	11.1%	12.6%	12.4%	9.2%	7.6%	10.4%	8.6%	5.9%	11.2%	10.7%	10.6%
3=Neutral	28.0%	28.4%	26.5%	28.6%	18.6%	25.2%	23.3%	26.7%	31.2%	24.9%	23.2%	23.4%	22.4%	25.4%
2=Disagree	39.7%	40.2%	32.8%	37.2%	44.2%	34.4%	41.7%	43.0%	33.0%	44.2%	51.1%	43.4%	42.9%	40.8%
1=Strongly disagree	13.8%	12.4%	15.3%	19.2%	19.1%	22.5%	21.2%	19.5%	17.6%	21.0%	15.2%	19.5%	19.9%	18.4%

**EXCLUDING DON'T KNOWS**

**Q25. Community Relations Ratings. Please rate your level of agreement with the following statements: (excluding don't know)**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	

Q25c Good job of promoting positive relations between different groups

5=Strongly agree	8.2%	8.8%	9.9%	5.6%	11.9%	9.9%	4.5%	6.2%	9.6%	7.1%	12.4%	10.0%	7.5%	8.4%
4=Agree	24.6%	23.8%	21.0%	31.9%	24.7%	34.2%	27.8%	26.0%	28.4%	36.3%	28.3%	35.3%	39.2%	29.4%
3=Neutral	29.0%	37.6%	30.9%	42.1%	35.6%	34.2%	32.3%	36.4%	32.7%	37.2%	38.9%	32.6%	33.9%	35.0%
2=Disagree	20.8%	17.1%	22.7%	11.6%	17.0%	13.9%	25.2%	22.1%	14.9%	11.5%	15.9%	13.7%	14.5%	17.2%
1=Strongly disagree	17.5%	12.7%	15.5%	8.8%	10.8%	7.9%	10.2%	9.3%	14.4%	8.0%	4.4%	8.4%	4.8%	10.0%

**Q26. In the last 12 months, did you renew your auto tag in Miami-Dade County?**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	

**Q26 Did you renew your auto tag**

1=Yes	82.4%	80.4%	79.2%	84.9%	72.8%	85.2%	89.8%	94.3%	89.0%	93.5%	92.3%	88.8%	87.4%	86.6%
2=No	14.8%	18.7%	19.9%	14.3%	26.3%	11.9%	9.8%	5.7%	11.0%	6.2%	6.9%	11.2%	12.6%	12.6%
9=Don't know	2.8%	0.9%	0.9%	0.8%	0.9%	3.0%	0.3%	0.0%	0.0%	0.4%	0.8%	0.0%	0.0%	0.8%

**Q26a. If you renewed your auto tag (license plate) in the last 12 months, how do you rate that experience?**

N=2727	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	

**Q26a How do you rate that experience**

5=Very satisfied	37.6%	45.9%	42.1%	52.4%	43.7%	47.3%	44.5%	50.4%	41.4%	39.1%	41.7%	46.0%	41.2%	44.3%
4=Satisfied	44.9%	39.5%	36.8%	35.6%	39.2%	39.8%	38.7%	38.7%	38.6%	45.3%	39.0%	41.4%	47.1%	40.3%
3=Neutral	7.3%	7.0%	9.4%	4.9%	8.2%	6.0%	7.7%	6.7%	12.4%	7.8%	8.3%	7.1%	3.2%	7.4%
2=Dissatisfied	4.5%	2.3%	4.1%	2.7%	3.2%	2.5%	4.7%	3.2%	1.9%	4.1%	5.3%	3.5%	3.7%	3.6%
1=Very dissatisfied	1.7%	1.2%	5.8%	0.9%	3.8%	1.5%	2.2%	0.0%	1.9%	1.6%	2.2%	1.0%	3.2%	1.9%
9=Don't know	3.9%	4.1%	1.8%	3.6%	1.9%	3.0%	2.2%	1.1%	3.8%	2.1%	3.5%	1.0%	1.6%	2.5%

**Q26b. What method did you use to renew your auto tag?**

N=2727	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
1=In person at County Government Auto Tag Office	18.5%	27.9%	14.6%	10.2%	17.7%	10.9%	8.8%	12.4%	22.4%	8.6%	10.1%	10.6%	10.7%	13.6%
2=In person at privately run auto tag office	40.4%	43.6%	32.7%	24.0%	17.1%	26.4%	18.2%	26.6%	31.0%	26.7%	24.1%	29.3%	29.9%	27.9%
3=By mail	27.5%	20.3%	32.7%	44.0%	43.0%	46.8%	54.0%	39.4%	28.1%	46.5%	45.2%	33.8%	42.2%	39.6%
4=Via the Internet	11.8%	5.8%	17.5%	20.4%	20.9%	14.9%	17.5%	21.3%	15.7%	17.7%	20.2%	24.2%	16.0%	17.5%
9=Don't know	1.7%	2.3%	2.3%	1.3%	1.3%	1.0%	1.5%	0.4%	2.9%	0.4%	0.4%	2.0%	1.1%	1.4%

**Q27. Have you heard of Team Metro?**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
1=Yes	63.4%	44.4%	38.9%	31.7%	28.6%	34.3%	36.1%	58.9%	64.4%	66.5%	64.0%	39.0%	43.5%	47.4%
2=No	34.7%	53.7%	58.8%	66.8%	69.6%	62.3%	62.6%	40.8%	34.7%	33.5%	36.0%	60.5%	56.1%	51.4%
9=Don't know	1.9%	1.9%	2.3%	1.5%	1.8%	3.4%	1.3%	0.3%	0.8%	0.0%	0.0%	0.4%	0.5%	1.2%

**Q27a. How did you learn about Team Metro?**

N=1492	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q27a How did you learn about Team Metro</u>														
1=Team Metro Office Visit	19.0%	18.9%	20.2%	32.1%	11.3%	18.5%	10.9%	23.9%	23.7%	28.9%	34.2%	29.9%	15.1%	23.1%
2=Team Metro Bus	16.1%	9.5%	9.5%	2.4%	21.0%	14.8%	14.5%	6.8%	9.9%	7.5%	8.2%	13.8%	19.4%	11.1%
3=Code enforcement	5.1%	6.3%	14.3%	16.7%	6.5%	11.1%	19.1%	12.5%	6.6%	17.3%	15.8%	9.2%	10.8%	11.9%
4=Team Metro Outreach Meeting	3.6%	8.4%	4.8%	4.8%	0.0%	3.7%	2.7%	2.3%	3.9%	1.7%	1.3%	1.1%	6.5%	3.3%
5=Team Metro Worker	16.1%	12.6%	9.5%	8.3%	8.1%	7.4%	4.5%	5.7%	10.5%	11.6%	11.4%	6.9%	9.7%	9.7%
6=Other	37.2%	40.0%	35.7%	29.8%	51.6%	35.8%	41.8%	44.3%	41.4%	30.1%	25.9%	33.3%	30.1%	36.3%
9=Don't remember	2.9%	4.2%	6.0%	6.0%	1.6%	8.6%	6.4%	4.5%	3.9%	2.9%	3.2%	5.7%	8.6%	4.7%



**Q27b. How do you rate Team Metro services?**

N=1492

	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q27b How do you rate Team Metro services</u>														
5=Very satisfied	13.1%	17.9%	9.5%	20.2%	12.9%	7.4%	8.2%	12.5%	17.1%	14.5%	21.5%	19.5%	6.5%	14.3%
4=Satisfied	32.8%	25.3%	27.4%	26.2%	30.6%	34.6%	28.2%	29.0%	28.3%	33.5%	31.0%	33.3%	33.3%	30.4%
3=Neutral	19.0%	14.7%	29.8%	19.0%	16.1%	18.5%	23.6%	25.6%	24.3%	20.2%	12.0%	13.8%	9.7%	19.4%
2=Dissatisfied	7.3%	7.4%	6.0%	4.8%	6.5%	4.9%	6.4%	6.3%	3.9%	10.4%	10.8%	6.9%	8.6%	7.2%
1=Very dissatisfied	2.9%	4.2%	4.8%	6.0%	4.8%	3.7%	8.2%	2.8%	4.6%	6.9%	5.7%	6.9%	2.2%	4.9%
9=Don't know	24.8%	30.5%	22.6%	23.8%	29.0%	30.9%	25.5%	23.9%	21.7%	14.5%	19.0%	19.5%	39.8%	23.9%

**Q29. Approximately how many years have you lived in Miami-Dade County?**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q29 How many years lived in County</u>														
2=Under 3	0.0%	3.0%	2.7%	5.9%	4.2%	1.0%	5.0%	2.3%	3.8%	1.3%	2.7%	2.9%	3.1%	3.0%
5=3 to 5	2.1%	5.5%	5.4%	8.0%	13.5%	6.3%	8.9%	8.0%	6.3%	2.1%	7.6%	11.7%	7.3%	7.2%
10=6 to 10	8.8%	9.0%	7.6%	15.5%	14.6%	9.7%	9.3%	8.4%	11.1%	5.1%	9.4%	15.6%	8.8%	10.2%
15=11 to 15	8.3%	9.5%	13.0%	10.9%	9.9%	10.7%	8.9%	8.0%	15.9%	8.5%	17.0%	14.1%	10.4%	11.1%
20=16 to 20	11.9%	13.0%	14.6%	11.8%	10.4%	7.8%	8.9%	12.2%	9.6%	10.2%	13.5%	8.8%	13.0%	11.1%
30=21 to 30	21.8%	24.5%	17.3%	19.7%	17.7%	14.1%	15.7%	19.1%	24.0%	22.9%	22.4%	19.0%	17.1%	19.6%
31=31+	47.2%	35.5%	39.5%	28.2%	29.7%	50.5%	43.4%	42.0%	29.3%	50.0%	27.4%	27.8%	40.4%	37.9%

**Q30. Which of the following best describes your race/ethnicity?**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q30 Race/ethnicity</u>														
1=Far East Asian	2.8%	1.4%	0.9%	1.1%	0.9%	0.4%	0.7%	3.0%	3.0%	0.4%	2.4%	2.2%	2.3%	1.7%
2=South Asian	0.5%	0.5%	1.4%	1.5%	0.0%	0.0%	0.0%	1.3%	1.3%	0.0%	1.2%	0.9%	0.5%	0.7%
3=Black-African American	44.0%	32.2%	29.6%	1.5%	0.5%	0.4%	2.0%	2.3%	16.1%	0.0%	2.0%	1.3%	1.4%	9.4%
4=Black-Hispanic	5.6%	4.7%	4.2%	1.1%	1.8%	1.7%	1.0%	1.3%	4.7%	0.4%	1.6%	2.7%	3.7%	2.5%
5=Black-Other	9.7%	20.6%	7.4%	3.8%	1.4%	0.0%	1.0%	2.0%	2.5%	2.3%	1.2%	0.9%	1.9%	3.9%
6=White-Non Hispanic	11.1%	12.1%	24.5%	59.6%	32.7%	17.4%	41.3%	52.2%	19.9%	18.5%	12.6%	11.2%	15.4%	26.7%
7=White-Hispanic	24.5%	25.7%	29.6%	29.8%	60.4%	75.4%	51.8%	35.8%	48.7%	77.7%	76.9%	79.8%	71.0%	52.8%
8=American Indian/Eskimo	0.0%	0.9%	0.0%	0.0%	0.5%	0.8%	0.3%	0.3%	0.4%	0.0%	0.0%	0.0%	0.0%	0.3%
9=Not provided	1.9%	1.9%	2.3%	1.5%	1.8%	3.8%	2.0%	1.7%	3.4%	0.8%	2.0%	0.9%	3.7%	2.1%

**Q31. Are you or other members of your household of Cuban or Other Hispanic or Latin ancestry?**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q31 Cuban or Other Hispanic or Latin</u>														
1=Yes-Cuban	14.4%	10.7%	15.3%	16.2%	43.8%	57.2%	37.0%	20.4%	28.8%	60.4%	48.2%	44.8%	50.5%	34.5%
2=Yes-Other Hispanic or Latin	16.7%	22.4%	23.1%	20.8%	21.7%	21.2%	20.0%	23.4%	26.3%	19.2%	34.0%	38.1%	26.2%	24.0%
3=No	65.7%	65.4%	59.3%	61.9%	34.1%	18.2%	41.3%	54.8%	42.4%	19.2%	17.0%	15.7%	20.6%	39.8%
9=Not provided	3.2%	1.4%	2.3%	1.1%	0.5%	3.4%	1.6%	1.3%	2.5%	1.2%	0.8%	1.3%	2.8%	1.8%

**Q33. Which of the following best describes your home?**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
Q33 Which best describes your home														
1=Single family/Townhome/ Duplex/Triplex	82.4%	80.8%	70.4%	48.3%	44.2%	76.3%	74.1%	88.3%	86.4%	85.0%	90.3%	72.6%	73.4%	75.1%
2=Multi family	11.1%	15.0%	22.2%	48.7%	53.9%	17.8%	23.3%	9.0%	7.6%	12.3%	6.9%	23.3%	23.4%	20.9%
3=Other	1.9%	2.8%	3.7%	1.5%	0.5%	1.3%	1.0%	0.3%	1.7%	1.2%	0.4%	2.2%	1.4%	1.5%
9=Not provided	4.6%	1.4%	3.7%	1.5%	1.4%	4.7%	1.6%	2.3%	4.2%	1.5%	2.4%	1.8%	1.9%	2.5%

**Q34. Do you live in a gated community or a multi-family building with security?**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
Q34 Do you live in a gated community														
1=Yes	15.3%	11.2%	19.4%	51.3%	35.9%	16.5%	28.2%	11.4%	16.1%	17.3%	23.5%	44.4%	25.7%	24.4%
2=No	80.1%	86.0%	76.4%	46.0%	61.3%	79.7%	71.1%	86.6%	79.7%	80.4%	74.9%	53.4%	69.2%	72.7%
9=Not provided	4.6%	2.8%	4.2%	2.6%	2.8%	3.8%	0.7%	2.0%	4.2%	2.3%	1.6%	2.2%	5.1%	2.9%

**Q35. Would you say your total annual household income is:**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	
<u>Q35 Total annual household</u>														
1=Under \$14,999	13.4%	17.3%	23.6%	9.8%	20.7%	17.4%	5.9%	4.3%	9.3%	8.5%	2.8%	11.2%	11.7%	11.5%
2=\$15,000-\$29,999	25.5%	26.2%	17.1%	10.2%	15.2%	19.5%	6.6%	9.7%	15.3%	11.2%	12.1%	17.5%	17.3%	15.1%
3=\$30,000-\$49,999	22.7%	20.6%	14.4%	16.2%	20.3%	22.0%	20.0%	16.1%	30.5%	24.6%	21.9%	18.4%	22.9%	20.7%
4=\$50,000-\$99,999	22.7%	21.5%	18.5%	27.2%	19.4%	21.2%	24.9%	32.4%	28.4%	33.5%	41.3%	30.9%	27.6%	27.2%
5=\$100,000 or more	4.6%	4.2%	16.2%	28.3%	20.3%	12.7%	35.7%	25.4%	9.3%	16.9%	18.2%	15.7%	12.1%	17.8%
9=Not provided	11.1%	10.3%	10.2%	8.3%	4.1%	7.2%	6.9%	12.0%	7.2%	5.4%	3.6%	6.3%	8.4%	7.8%

**Q36. Do you own or rent your home?**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	

**Q36 Do you own or rent your home**

1=Own	79.6%	72.4%	67.1%	89.4%	69.1%	80.1%	83.9%	87.0%	81.4%	88.1%	93.5%	84.8%	85.0%	82.2%
2=Rent	17.6%	26.2%	30.1%	9.1%	30.0%	16.5%	15.1%	11.7%	15.7%	10.8%	5.3%	13.9%	14.0%	16.1%
9=Not provided	2.8%	1.4%	2.8%	1.5%	0.9%	3.4%	1.0%	1.3%	3.0%	1.2%	1.2%	1.3%	0.9%	1.7%

**Q37. Your gender.**

N=3148	District													Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	

**Q37 Your gender**

1=Male	44.0%	45.8%	46.8%	51.7%	59.9%	58.9%	50.2%	50.8%	49.2%	50.0%	55.5%	57.4%	54.2%	51.4%
2=Female	56.0%	54.2%	53.2%	48.3%	40.1%	41.1%	49.8%	49.2%	50.8%	50.0%	44.5%	42.6%	45.8%	48.6%